



# MESSAGE MANAGER



**Batelco**

**Desktop Client Message Manager  
End-User Manual**

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## Message Manager

### End User manual

Intro .....	5
About this manual.....	5
About the Message Manager .....	5
Disclaimer.....	7
I. Getting started .....	8
I.1. The Message Manager installation .....	8
I.2. Launching the Message Manager the first time .....	8
I.3. Message Manager interface .....	9
I.4. System tray context menu .....	11
II. Configuration .....	12
III. Messaging .....	15
III.1. Creating SMS Messages.....	15
III.1.a. Defining the Originator. ....	16
III.1.b. Defining the Recipient.....	16
III.1.c. Defining the Language.....	16
III.1.d. Defining the Type of the SMS.....	16
III.1.e. Customizing the Text of the Message.....	17
III.1.f. Previewing the Message.....	20
III.1.g. Checking the cost of the message.....	20
III.1.h. Saving the Message.....	21
III.2. Creating VCard Messages .....	21
III.3. Creating Bookmark (URL) Messages .....	23
III.4. Creating a message from RSS feed .....	25
III.5. Creating MMS Messages .....	27
III.5.a. Getting to the MMS Composer .....	28
III.5.b. Compiling MMS messages.....	30
III.6. Creating recurrent messages.....	34
III.7. Sending SMS or MMS Messages.....	35
III.7.a. Saving your time with Speed Dial buttons .....	35
III.7.b. Managing promotion campaigns with Message Manager.....	37
III.7.c. Mobile Number Portability support.....	39
III.7.d. Defining the period of the Message Validity.....	39
III.7.e. MMS to email support.....	40
IV. Managing your contacts with the Phone Book .....	40
IV.1. PhoneBook Management .....	40
IV.1.a. How to create a new contact.....	41
IV.1.b. How to import a VCard into your Phone Book.....	44
IV.1.c. Shared and private Phone Books.....	44
IV.1.d. Selecting recipients for messages .....	45

IV.1.e.	How to search contacts .....	46
IV.1.f.	How to organize and share your contacts .....	50
IV.1.g.	How to organize groups and subgroups .....	51
IV.1.h.	Distribution list .....	52
IV.2.	Advanced Tools .....	54
IV.2.a.	Export PhoneBook/Recipients List .....	54
IV.2.b.	Import PhoneBook / Recipients List .....	55
IV.2.c.	Submit PhoneBook to the Server .....	57
IV.2.d.	Replicate your PhoneBook to the Server .....	58
IV.3.	PhoneBook database connection (Enterprise edition only) .....	58
IV.3.a.	Connecting to a database file .....	59
IV.3.b.	Connecting to a database server .....	62
V.	Reviewing your Sent messages .....	69
VI.	Handling and analyzing Inbox messages .....	72
VI.1.	Analyzing Inbox messages for opinion polls .....	74
VII.	Managing messages to be sent from the Outbox .....	76
VIII.	Updating your Coverage map .....	78
IX.	Adding money to your account .....	80
Outro	.....	81
RSS news feed	.....	81
Edition differences	.....	81
Frequently Asked Questions	.....	82
Troubleshooting	.....	83

## Intro

### *About this manual*

This manual is to conveniently assist you with how to install the software, tune it to your business requirements, and operate it conveniently and efficiently.

We organized the manual as a reference and a small study guide, so that each chapter stands alone, giving you quick and easy answers to particular questions and step-by-step instructions for specific tasks. You can find the necessary information in the Contents chapters for immediate help in most typical situations.

But we are reasonable enough not to boast that in our manual we predicted all possible questions, in any situation, for all our most respected users. That is why we would greatly appreciate any of your comments, critique especially. You can always send them to us if you right-click the Message Manager icon in the **System Tray** and choose the **Feedback** button.

Your Message Manager is also a highly customizable tool, and your Operator system administrator can change the options available and the outer look according to your needs as a client and the Operator's needs as the provider. Hence the screenshots in this manual may insignificantly differ from what you have onscreen. Also because of our ongoing efforts to improve the Message Manager performance, the screenshot can show previous version numbers of the software. In this case the new version has higher productivity and stability, but the functionality remains the same.

Please note that the availability of certain MM features is subject to the conditions of your contract with your Operator.



This icon signals technical stuff that you may find informative and interesting but isn't essential for the Message Manager everyday use. Feel free to skip over this stuff, or you may need to show the info to your system administrator if you experience a problem.



This icon warns you of any potential pitfalls—and gives you the all-important information on how to avoid them.

### *About the Message Manager*

Thank you for choosing the Message Manager as a most complete solution for your immediate business communication and internal operation management. The application allows you to send text and multimedia messages to mobile phones all over the world via Internet directly from your PC. With the latest MM version you can also send messages from a dedicated mobile phone number using the Message Manager as an intermediary, to up to five different groups of recipients.

Please remember that your Message Manager is a part of a sophisticated software complex, and its outer look and operating depend on other parts of the complex.

You as a user of the Message Manager can:

- Create advanced SMS / MMS messages with the help of templates, personalization and customization features. For your MMS messages you can also use various media files which can be dragged-and-dropped into the Messaging form or taken from external devices like a web-camera or an audio CD;
- Create special-format messages like VCard or URL messages;
- Save any or your created messages for future use and editing;
- Send your messages to multiple recipients from your PC (up to 1 million in the Enterprise Edition), using the configurable message templates or creating messages from scratch;
- Receive messages to your Message Manager, and forward them if necessary;
- Analyze your incoming messages as, for example, opinion poll results, and present the analysis results as vivid charts;
- Define certain actions which your Message Manager automatically performs in case the incoming messages meet the criteria you set;
- Send your messages to multiple recipients from their specially defined mobile phones, using the Message Manager as an intermediary link;
- Keep a flexible Phone Book provided with the nested groups of contacts, birthday reminders, advanced search and many other features, and share your contact database with your enterprise server (the Enterprise Edition only);
- Quickly define message recipient lists, using both the Phone Book or manual input;
- Trace the outgoing messages history and monitor the delivery status of the messages sent from the PC or from the dedicated mobile phones.

Please note that availability of this features above depends on your Operator's settings and the software edition you are using.

Message Manager is just one of many software clients, though probably the most powerful one. In Messaging Platform software complex you can always choose clients most suitable for your business and personal needs. The complete list of software clients for Messaging Platform software complex includes, but is not limited to, the following:

- Facebook Message Manager (a web-based application for Facebook);
- Firefox Message Manager (a toolbar for Mozilla Firefox);

- Internet Explorer Message Manager (a toolbar for Internet Explorer);
- Lotus Message Manager (a plugin for Lotus Notes);
- Message Manager (a standalone client software);
- MSN Bot Message Manager (a plugin for Windows Live Messenger);
- Outlook Express Message Manager (a plugin for MS Outlook Express);
- Outlook Message Manager (a plugin for MS Outlook);
- WAP Message Manager (a wap-based application for mobile phones);
- Web Message Manager (a standalone web-based application);

You can get more information on the software clients at [www.powermemobile.com](http://www.powermemobile.com).

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All personal and geographical names and other proper names, as well as phone numbers used in this manual are completely fictitious, any references to real persons or organizations are strictly accidental.

# I. Getting started

## I.1. The Message Manager installation

The procedure is a standard one, just like for any professionally developed Windows application. Run the installation file (`setup.exe`) and follow the instructions from the screen. Please remember that in order to use the Message Manager, you must also perform Authentication and configure it (see Chapter [II. Configuration](#)).


If you are upgrading your Message Manager, you do not have to uninstall the previous version. Also the software product from PowerMeMobile takes complete care about your old contacts database and data files, converting them for your new version. The old database is also backed up, to eliminate any risk of data loss and make you feel secure.



*To install the Message Manager, you must have Administrator privileges. In case your computer does not let you install the program, switch to Administrator account or contact your system administrator.*


## I.2. Launching the Message Manager the first time

When you launch the Message Manager by double-clicking its icon on the Windows Desktop, or by choosing the Message Manager shortcut from the Windows "Start" menu, the first thing you see is the main window of the Message Manager.

The Message Manager Icon  also appears in the System Tray. By default the starting Message Manager shows you a 'Tip of the Day', to kindly remind you of its many features.

To hide the Message Manager, click the **[X]** button in the top-right corner of the Window Title. Note that by pressing the **[X]** button you do not actually quit the program but just minimize the Message Manager main window.



*The Message Manager displays its icon  in the **System Tray ONLY**, not in the Windows Taskbar. To restore the program full view, please double-click the icon in the **System Tray** (located near your Windows system clock).*

To close the Message Manager completely, please use the **System Tray** context menu (see Chapter [I.4. System tray context menu](#)), which is evoked by right-clicking.

In case you need to uninstall the program, evoke the standard uninstalling procedure through **Start** → **Control Panel** → **Add or Remove Programs**. Please keep a copy of your installation file in a secure place, in order to reinstall the Message Manager when you need it again.



### 1.3. Message Manager interface

For your convenience, all windows of the Message Manager application are uniform in their structure. Every window contains 4 sections: the toolbar (left side); the main section (centre); the Operator's banner section (top), and the status bar (bottom of the form).

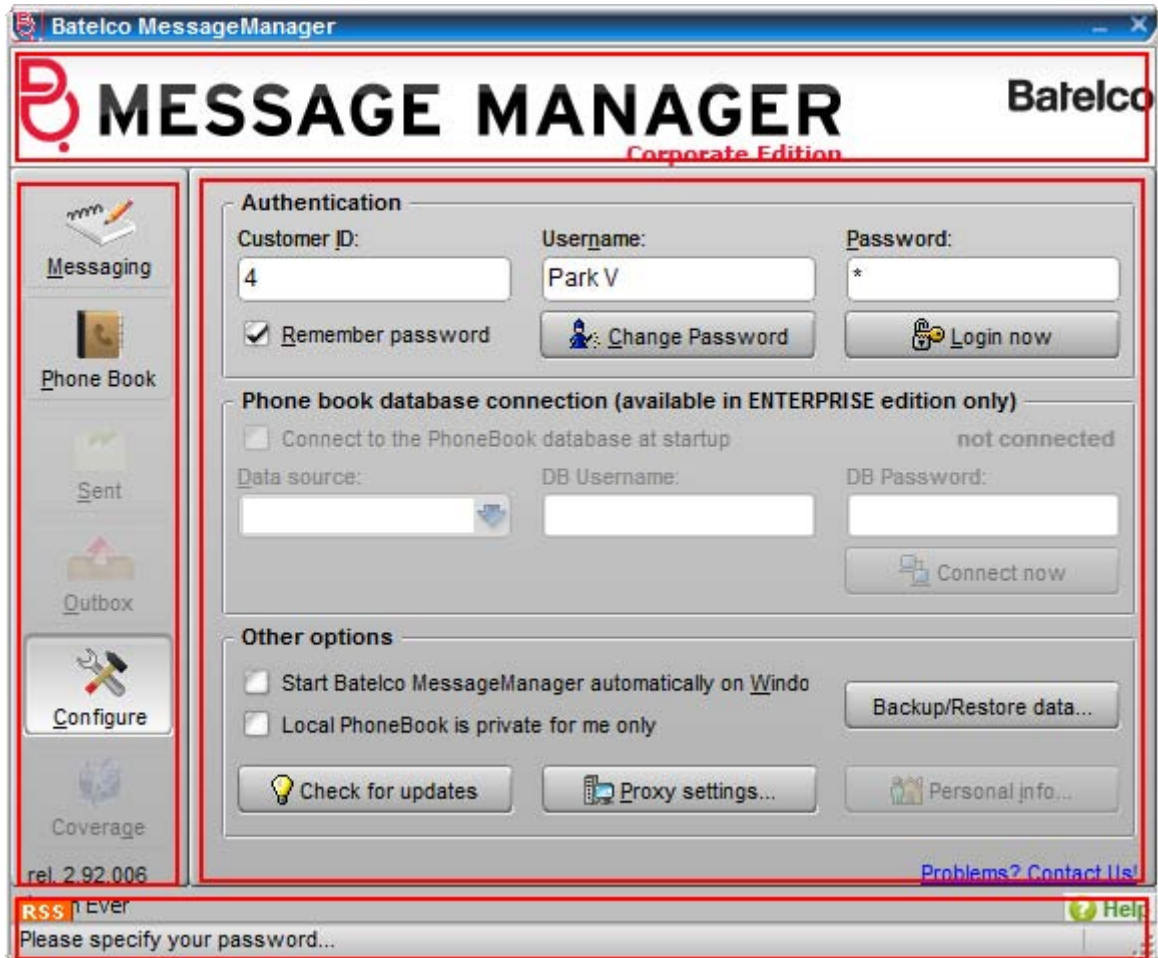


Figure 1. The full view of the Message Manager and its 4 sections.

The main section view depends on what button from the **ToolBar** is pressed (see, for example, [Figure 3](#)). Please be aware that the **Your Balance** line is present only for prepaid customers. As shown in [Figure 3](#), the current user can send both SMS and MMS messages, hence both **Your SMS Balance** and **Your MMS Balance** lines on top are present. There may be other insignificant differences between the screenshots and the MM version you have installed.

The **ToolBar** is the control panel of the program and is located on the left side of the main window. The buttons are used to switch between the Message Manager interface “pages”, which are shown in the center, a kind of a work bench of the software:

- **Messaging.** This button opens the main messaging page which allows you to create or modify your SMS / MMS<sup>1</sup> messages, set the recipients, define message templates, calculate message cost, etc.

<sup>1</sup> Please confirm availability of this service from your Operator

- **Phone Book.** The Message Manager provides a sophisticated phone book facility, enabling users to handle up to 2'100'000 contacts in the Corporate and Enterprise Editions of the software. Phone book search, import, export and editing tools are available in this section.
- **Sent.** All messages which you previously sent are kept here. Search tools and message status enquiry are available in this section.
- **Inbox.** All messages which have been sent to you are kept here. You can read them here, reply to them if necessary, and export the messages for external use.
- **Outbox.** In this section you can manage the messages which were prepared for sending but have not been sent yet, both from the PC and from the dedicated Mobile Users.
- **Configure.** This section tells the program how to connect and work. The user credentials should also be defined in this section. If something does not work properly, check this section settings first.
- **Coverage.** This button opens the list of GSM networks to which the Message Manager can send messages.

As for the bottom section, its most important part is probably the **Status bar**, because it displays program messages, a feedback to you indicating last operation status or the message sending progress. The bottom section also contains the net status indicator



, showing the result of the last Internet operation. We wish you it always be green, as this indicates normal Internet connection. Red is a sign of trouble, as you may guess. Near the net status indicator you can sometimes see the progress bar, showing how fast (or how slow 😊) your current operation is being carried out.

The last but not least in importance, **RSS** button can be useful for those who want to keep track of the international or local news (see [Figure 79](#)).



*Please note that your Message Manager client is a part of a big software complex called Message Manager Platform. Hence, the MM outer look necessarily depends on the settings your Operator applied when your customer and user were created. Some information pieces which presentations may vary are the following:*

- *The **Inbox** button in the Toolbar is not shown if the **Inbox** feature is not available for your user;*
- *When the **Messaging** tab is selected, the balance is shown in the top right corner if the customer is prepaid, and the package expiration date is shown if packages are used;*
- *The **Language** menu can be omitted for Operators with English-only subscribers;*
- *There is no SMS/MMS choice in the Messaging view if the user is not allowed to send MMS or SMS messages.*

### ***1.4. System tray context menu***

With the Message Manager you need the right-click quite often, so begin practicing it with the System Tray context menu. Right-click the Message Manager icon in the System Tray, and you see the pop-up menu then:



**Figure 2. System Tray context menu.**

Choose from the following commands:

- Restore the application, if it's hidden, with the help of the **Show Batelco Message Manager** command;
- **Change language** for the interface;
- Get information **About** the application;
- **Close** the Message Manager completely.

## II. Configuration

Even if properly installed, your Message Manager is still unaware of what service to perform. To discover all its potential, you need to open a new or activate your existing account with the Operator. Naturally, your computer must have access to the Internet to be configured, to send your messages, or to relay the messages from the dedicated users.

The first time you run the application, the **Configure** form appears (Figure 3). You have to configure the Message Manager providing your account details and login to the messaging server.

Figure 3. The Configure form.

Use the information you received from your provider to fill in your account details in the **Authentication** section:

- **Customer ID** (digits only);
- **Username**;
- **Password**.

Select the **Remember password** box if you want the application to store your password in its configuration so that you do not need to log in every time you restart your computer.



*Please note that storing your password in your computer is not secure, especially if you share your computer with other users.*

Click the **Login now** button. The **Personal Information** pop-up window ([Figure 4](#)) then appears.

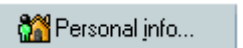
**Figure 4. The Personal Information form.**

Shake hands with the provider by filling in your personal details. This information is collected for statistical purposes only. As soon as you logout, your personal details are encrypted and become unavailable for other users of your computer.

To save your Personal Information, click **OK**. The Message Manager is now ready to use.

To return to the configuration form without saving your personal details, press the **Cancel**. Please note that the Message Manager server may refuse to log you in if you do not provide your personal information.

If you would like to modify your **Personal Information** later, click the



The Configuration form has the options that allow you to:

- **Start Message Manager automatically on Windows start.** Most probably the Message Manager will become one of your main instruments, so you may find the feature useful.
- **Make that Local PhoneBook is private for me only.** If you are using the MM in a big company environment, where the central server contains the main PhoneBook, this option controls your sharing of the PhoneBook on your computer with that centralized PhoneBook on the company server. Unlike with

the feature **Connect to DB** described in Chapter [IV.1.f. 'How to organize and share your contacts'](#), when you choose the contacts to share with the company central server, here with the feature **Local PhoneBook is private for me only** you are sharing the whole PhoneBook.

- **Backup/Restore Data.** For your protection you can save your data in a .zip file, to restore it any time.
- Connect to the server **PhoneBook Databases** (available for the users of the Enterprise edition only). The server **PhoneBook** allows users in the organization to share their contacts using the database server.
- Start the application automatically every time you start your computer (to activate this option, please select the **Start the Message Manager automatically on Windows start** checkbox).
- **Check for Updates:** Every 24 hours the Message Manager checks automatically if a newer version is available for downloading. However, you may force this check anytime by pressing this button. If a newer version is available, the Message Manager downloads it and installs it automatically. The feature is especially important for updating the [Coverage Database](#) (see Chapter [VIII. Updating your Coverage](#)).
- Change **Proxy settings** if necessary. The Message Manager does its best to configure the proxy settings for your network automatically. However, in some network configurations this is not possible and you have to define proxy settings manually.



*If you are not aware of your proxy settings, please contact your network administrator.*



*For your business security after some reasonable period of inactivity (20 minutes by default, configurable by your Operator) your password is automatically cleaned and the message about this appears in the **Status bar**. If you want to continue working with the Message Manager, you have to enter your password again.*

If your Internet connection breaks, the newest versions of Message Manager (2.14.001 or higher) automatically resume connection after it restores.

The [PhoneBook database connection](#) section is active in the Enterprise edition only (see for example [Figure 3](#)). This feature is to provide your business team with an effective marketing communication instrument, as it lets you place your contact database on your company server and share it. The procedure is described in detail in Chapter [IV.3. PhoneBook database connection \(Enterprise edition only\)](#).



### III. Messaging

After you tuned the software using the **Configure** form, every time you launch the application the Messaging form (see [Figure 5](#)) appears. Of course, you can come back to the **Configure** form any time by clicking the button.

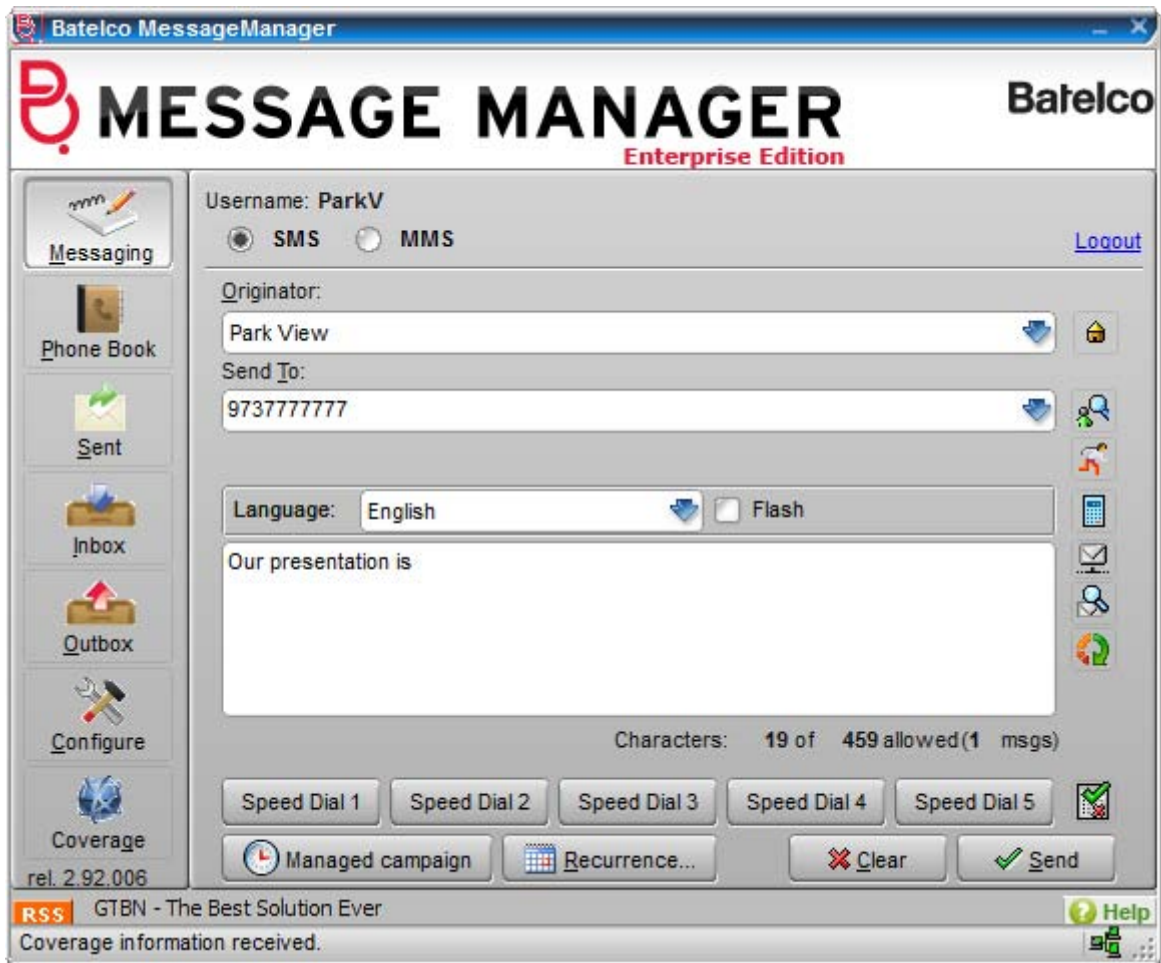


Figure 5. The Messaging form.

Your username and the number of units to pay for your messages to be sent are shown at the top of the **Messaging** form. The cost of sending a message depends on the type of your message (MMS messages are much more costly), its length, number of recipients, and the destination GSM network(s).

The **Messaging** form is your main workbench to compile and send messages, both **SMS** and **MMS** types. To choose the type, select either SMS or MMS option button

☒ **SMS**   ☐ **MMS** at the top of the form.


#### III.1. Creating SMS Messages

In the newest versions of the Message Manager (2.14.001 or higher) you are able not only send usual plain text in the SMS mode, but also send contact information in the form of VCard (see Chapter [IV.1.f. How to organize and share your contacts](#)), a file format standard for personal data interchange, specifically electronic business cards. Creating and sending VCards is described in Chapter [III.2. Creating VCard Messages](#). You can also send URL addresses to your recipients, as described in Chapter [III.3](#)


[Creating Bookmark \(URL\) Messages](#). It is also possible to share RSS information with your recipients (see Chapter [III.4. Creating a message from RSS feed](#)).

### III.1.a. Defining the Originator.

To start composing your message, define the **Originator**, which serves as the signature for your messages. You can choose the Originator from the drop-down list.

If you use the Corporate or Enterprise Edition of the Message Manager, you have the **Default Originator** option. Please, select the Originator and press the home-looking  icon to the right of the field to make it default. This Originator will then be used for any new message you create.

### III.1.b. Defining the Recipient.

To define the recipient of the message, you can either type recipient's phone number directly into the **Sent to** field or choose the recipient from the Phone Book. To use the Phone Book option, click the  icon. (For further details please refer to Chapter [IV. Managing your contacts with the Phone Book](#)).



*In the phone numbers signs like '+', '-', '(', ')', dots, or spaces are permitted, but others are not. If you copy a telephone number from somewhere, you may have to edit it and remove the signs like '\*' or others. Please also remember that comma is used to separate phone numbers in case of multiple recipients.*

To send the message to more than one recipient simultaneously, use the ';' symbol to separate phone numbers in the **Send to:** field. However, instead of typing the phone numbers manually, you may also try our new feature, that of compiling a multiple-recipient list from the **PhoneBook** (Chapter [IV.1 PhoneBook Management](#)).

The Message Manager can be your most powerful instrument of promotional activities, because in the Enterprise edition you can send a message to up to 1 million receivers.

### III.1.c. Defining the Language.

To define the language of the message, please, use the corresponding combo box. English and Arabic languages are currently available, the latter can be with Arabic or Latin numbers.

### III.1.d. Defining the Type of the SMS.

You may choose one of the following types by selecting the relevant box:

- **Flash SMS:** they are usually used to inform the client about the immediate balance (some providers do it after each connection). The recipient will see the SMS instantly on his phone handset, but this message will NOT be automatically saved in the recipient's Inbox. Flash SMS messages can also be used for delivering promotional materials;



- **Private:** this facility is available for the Corporate edition users only. If you choose this option, this message will not be shown on your detailed account statement.
- **Blinking:** this option is available for certain Nokia mobile phone models ONLY. The recipient will see the blinking message on his phone handset. Frankly, this SMS type is used quite seldom, as it has an openly promotional character.

### III.1.e. Customizing the Text of the Message.

If you are a lucky user of the Corporate or Enterprise Edition and you want your message look lively and personal, you can use the Message context menu, evoked by right-clicking in the message text area. If your version is Standard, you do not have this feature. In this case please consider investing in the upgrade, because good messages may mean good customer relations, and good customer relations may mean good profit.

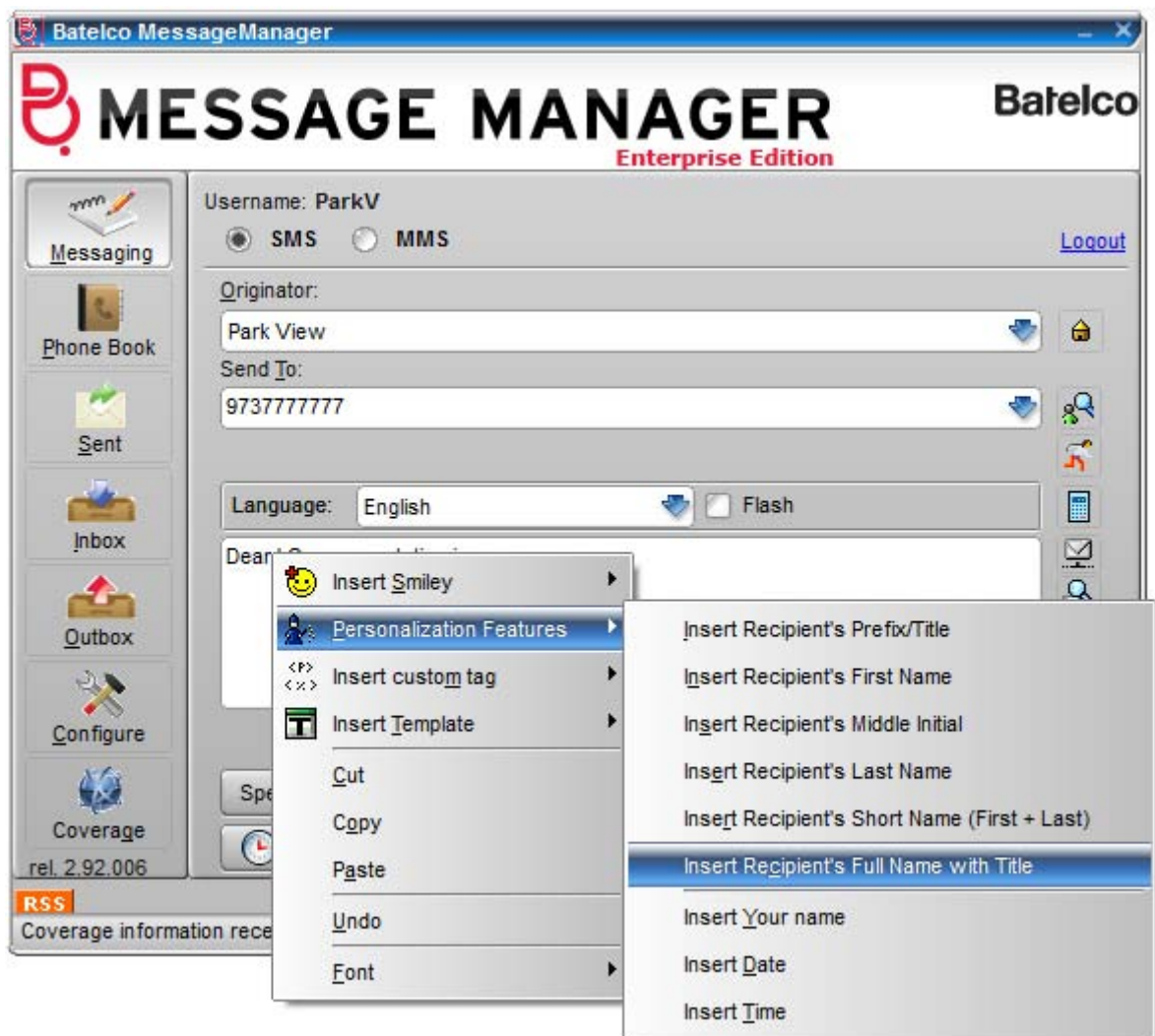



Figure 6. The Message Context Menu.

**Insert Smiley:** This tool provides a set of the so-called emoticons, which can add life to your message text, especially with younger audience. To insert a smiley, please, right-click the text, choose **Insert Smiley** and then pick the smiley you like. Do not use them too much in your business communication—some serious people still find them too ambiguous 😊.

**Personalization Features:** This option allows you to create and then personalize your message by inserting recipient name, initials, prefix/title etc. into the uniform message text as variables. This is a valuable tool for efficient mass messaging which will not look mass and impersonal.

For example, you want to send the birthday wishes to two recipients: Mr. Smith and Ms. Ross. Firstly, define the recipients' phone numbers in the **Sent to:** field (you can type them directly into this field or choose them from the Phone Book). Then write a message: "Happy birthday. Many happy returns of the day!". Place the cursor where you want to insert the names, after the word 'birthday' in our example. Use the Personalization Feature in the Message context menu and choose **Insert Recipient's Full Name with Title**. The Message Manager then inserts the individual recipient names and titles into the message text automatically. Now click the Message Preview icon . You will see the following two messages: "Happy birthday Mr. Smith. Many happy returns of the day!" and "Happy birthday Ms. Ross. Many happy returns of the day!". Add a comma after 'birthday', and you are done.

**Note** that instead of writing separate messages to each of two (or two thousand) recipients, you write only one message, and the necessary personalizing information is taken from the **Phone Book** for you.

**Insert Custom Tag.** This feature is even more sophisticated, as it can use the data fields imported into the Message Manager from the external sources. While messaging, custom tags are used to provide large numbers of clients with some individually prepared information.

Let us give you another example. Supposing you want to inform your clients about their current account balance. First of all, create an external file or database (CSV, MS Excel, MS Access, SQL Server, Oracle DB) containing the necessary information: the name, phone number, and current account balance of every client. Here is an example of what your CSV file might look like:

```
Customer Name;Phone Number;Balance
Mr. Ahmad;9659666666;20
Ms. Adel;9659777777;35
```


Then import this file into the Message Manager Recipients List. Use the [Tools feature](#) of the Message Manager Phone Book (see Chapter [IV.2. Advanced Tools](#) for details). Note that during the import you should mark the account balance column as a 'Custom field'.

After creating the Recipients List, return to the Messaging page and compose the text of the message, using the right-click context menu to insert your custom field, for example:

```
"Dear <%fullname%>, your current balance is
<%"Balance"%>$. <%date%>".
```

As you see, here we engaged both **Personalization Features** (<%fullname%>, <%date%>) and the **Custom Tag** (<%"Balance"%>). The

Message Manager inserts the individual recipient names, titles and account balances automatically.

If you want to verify how the text looks like, please click the Message Preview icon . You will see the following messages:

“Dear Mr. Ahmad, your current balance is 20\$. <%date%>”,

“Dear Ms. Adel, your current balance is 35\$. <%date%>”

The Message Manager puts in the date once the message is sent.

Thus again, instead of writing a multitude of individual messages for many recipients, you create an external database with the necessary custom fields, import this database to the Message Manager, compose only one SMS, and send it to all your clients by just one click. The Message Manager does most of the tedious job for you.



Note that **Insert Custom Tag** option is activated **ONLY** if the imported Recipients list is provided with **AT LEAST ONE** custom field. It is possible to define up to 10 custom fields for each list.

Using the Message context menu you also can **Cut** the selected fragment of the message text, **Copy** it to the clipboard, **Paste** it from the clipboard, and **Undo** any operation performed on your message text.

You can save your money by applying the **Squeeze** or **Stretch** operations. These operations are used to decrease the message length, and therefore fit more information into your message. **Squeeze** achieves that by deleting the spaces between words and adding the capitalization. **Stretch** uses a dictionary of the so-called “SMS phrases” to abbreviate your message.

For example, the message “How are you? See you at the office” can be modified with **Squeeze** into “HowAreYou?SeeYouAtTheOffice”, or can be modified with **Stretch** into “howru? cu @ the office”. You can apply these operations by clicking the corresponding buttons exactly below the message box.

While savings for one stretched or squeezed message may look insignificant, the **Stretch** and **Squeeze** functions can definitely improve your balance if you do promotional mass messaging.

Next to the **Squeeze** and **Stretch** buttons you can also see how many characters are in the current message, how many characters are allowed for one SMS, and how many messages are necessary for sending the text you have composed.

*A standard SMS can contain up to 160 characters, if you use basic Latin letters and numbers and punctuation (a good example is the*



*English language set). If you use Arabic characters or any other additional code table symbols, the number is reduced to 70. However, the Message Manager is capable of splitting a longer message and send it as several consecutive SMS messages.*

### III.1.f. Previewing the Message.

To preview the created message, please click  icon. The **SMS Message Text Preview** shows the message exactly as it appears on the recipient's phone display. This tool is especially useful to check the messages which employ the Personalization features.

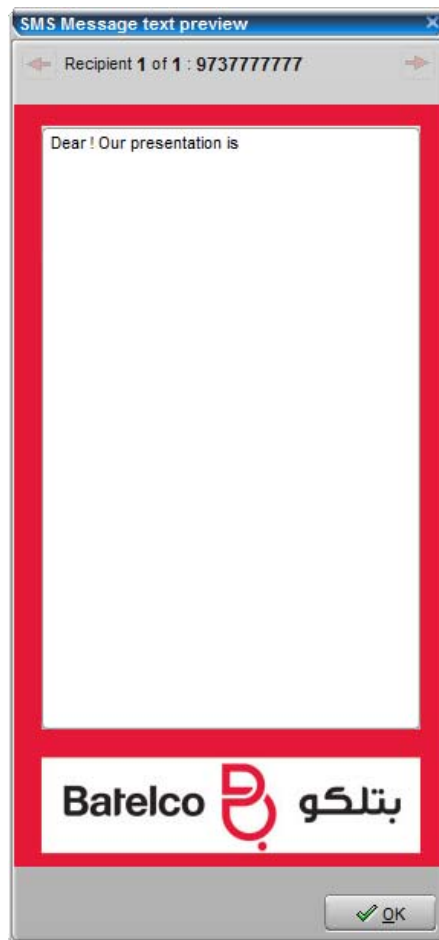






Figure 7. The SMS Message Text Preview page.

Knowing how busy you may be, the Message Manager again reminds you about how many recipients you chose for the current message, as well as the recipients' phone numbers. At the bottom drop-down list you can choose the recipient's phone model. If the message is sent to more than one recipient, the red arrows   are available at the top corners to scroll between the recipients.

### III.1.g. Checking the cost of the message.

To help you keep track of your expenses, the  icon displays how many currency units are required for sending the current message. You can immediately see the result of applying the **Squeeze** or **Stretch** functions.

### III.1.h. Saving the Message

If you feel like you just created a very good message worth to be saved for future use, please click the  icon and choose **Save current message** from the context menu. This facility allows you to have a number of “preset” messages saved for a quick reuse.


If you want to delete a saved message or send it, click the same  icon and choose **Manage Preset Messages**. The following form ([Figure 8](#)) then appears:



Figure 8. Preset Messages form.

Select the message and click **Send** or **Delete**.

You can quickly open a saved SMS by choosing it from the list of recent messages available through the Preset messages context menu:



Figure 9. The Preset Messages Context Menu.

The description of the **Send**, **Speed Dial** and **Managed campaign** features is given in Chapter [III.7.Sending SMS or MMS Messages](#).

### III.2. Creating VCard Messages

Business workflow often needs quick exchange of personal contact information. To make this exchange a snap, the Message Manager has a useful feature enabling you to work with VCards. VCard is a file format standard for personal data interchange, specifically electronic business cards. They can contain name and address information, phone numbers, and other relevant information. VCards are usually limited to e-mail messaging, but the Message Manager expands your communication possibilities. You can send a VCard through the Message Manager when composing your SMS message in the Messaging Form (see [Figure 10](#)).

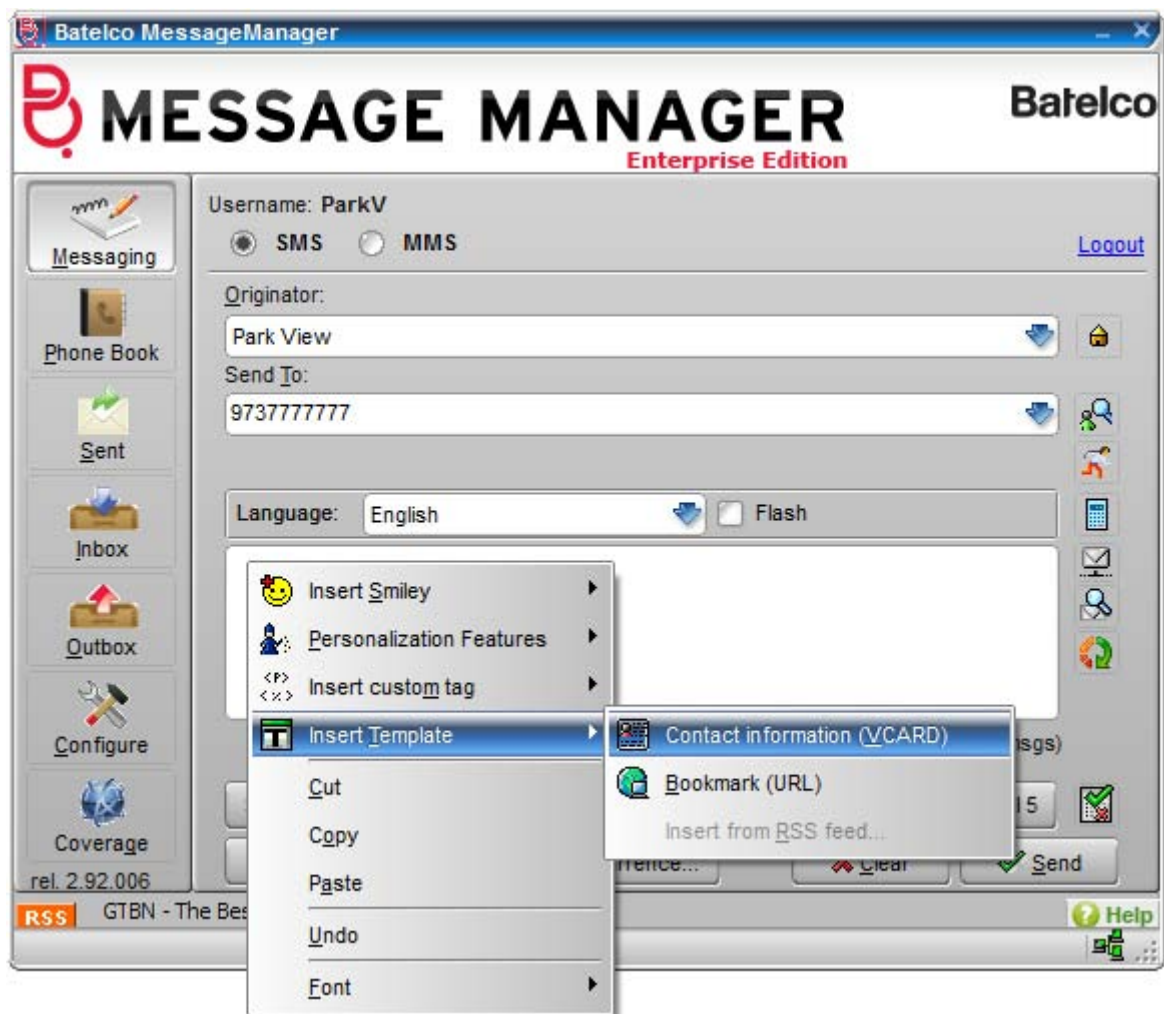


Figure 10. Getting to the VCard interface.

Right-click the text field, and a context menu appears. Choose Contact information (VCard), which brings you to the template shown in [Figure 11](#). Fill in the three fields (First Name, Last Name, Phone), and your VCard is ready to be sent. Besides, just like with regular SMS messages, you can save your VCard message for future use (see [Chapter III.1.h. 'Saving the Message'](#)). Defining the Originator and the Recipient for your VCard message is similar to the same operations for a regular SMS message.



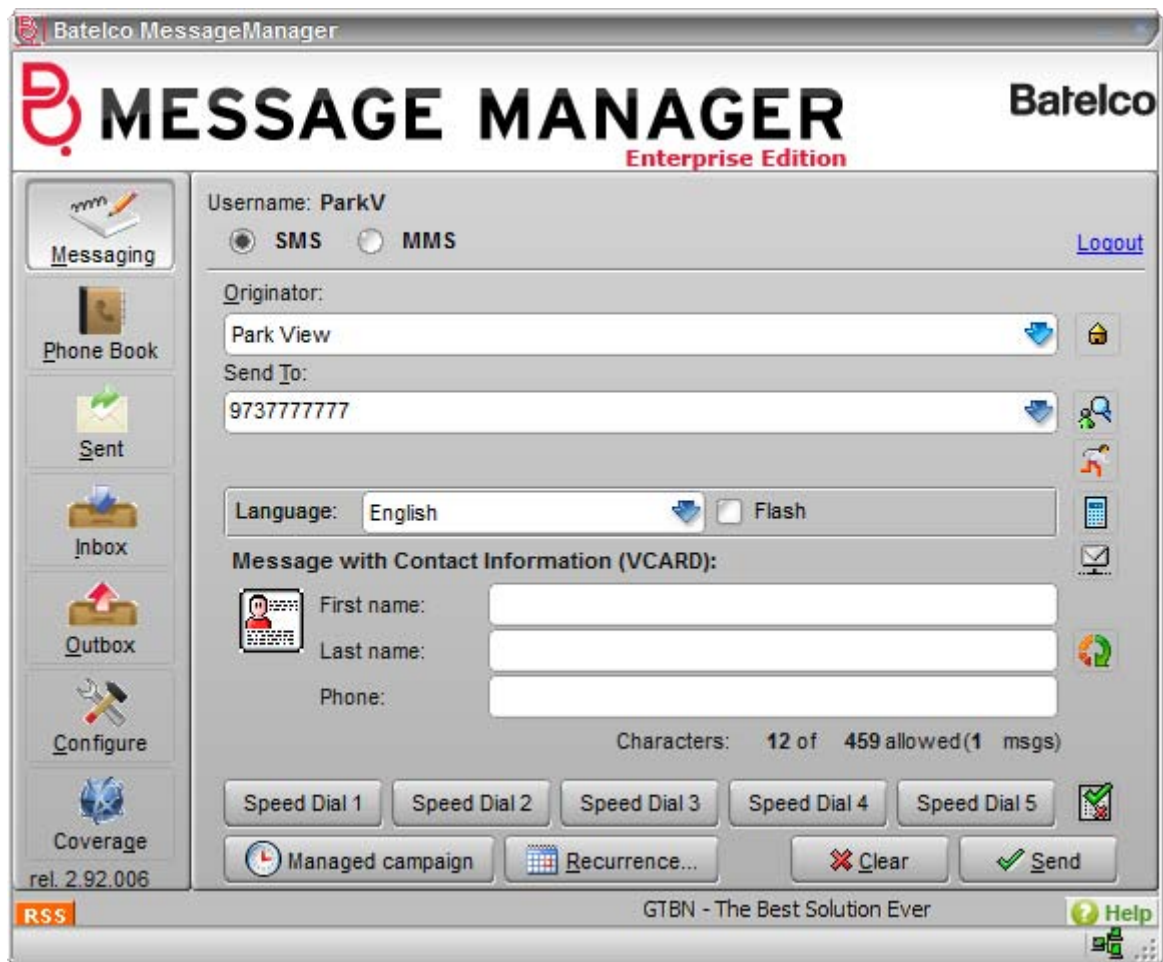


Figure 11. The VCard interface.

However, please be aware that VCards sent by SMS are guaranteed to be displayed correctly on Nokia and Sony-Ericsson handsets. Other handsets may have minor problems in displaying VCards, or just may be unable to display them.

### III.3. ***Creating Bookmark (URL) Messages***

If you want to distribute information about some URL bookmarks which you think may be useful for your recipients, you can do it quickly and easily with the URL template when in the Messaging form, SMS mode. Right-click the text field, and a context menu appears (see [Figure 12](#)).

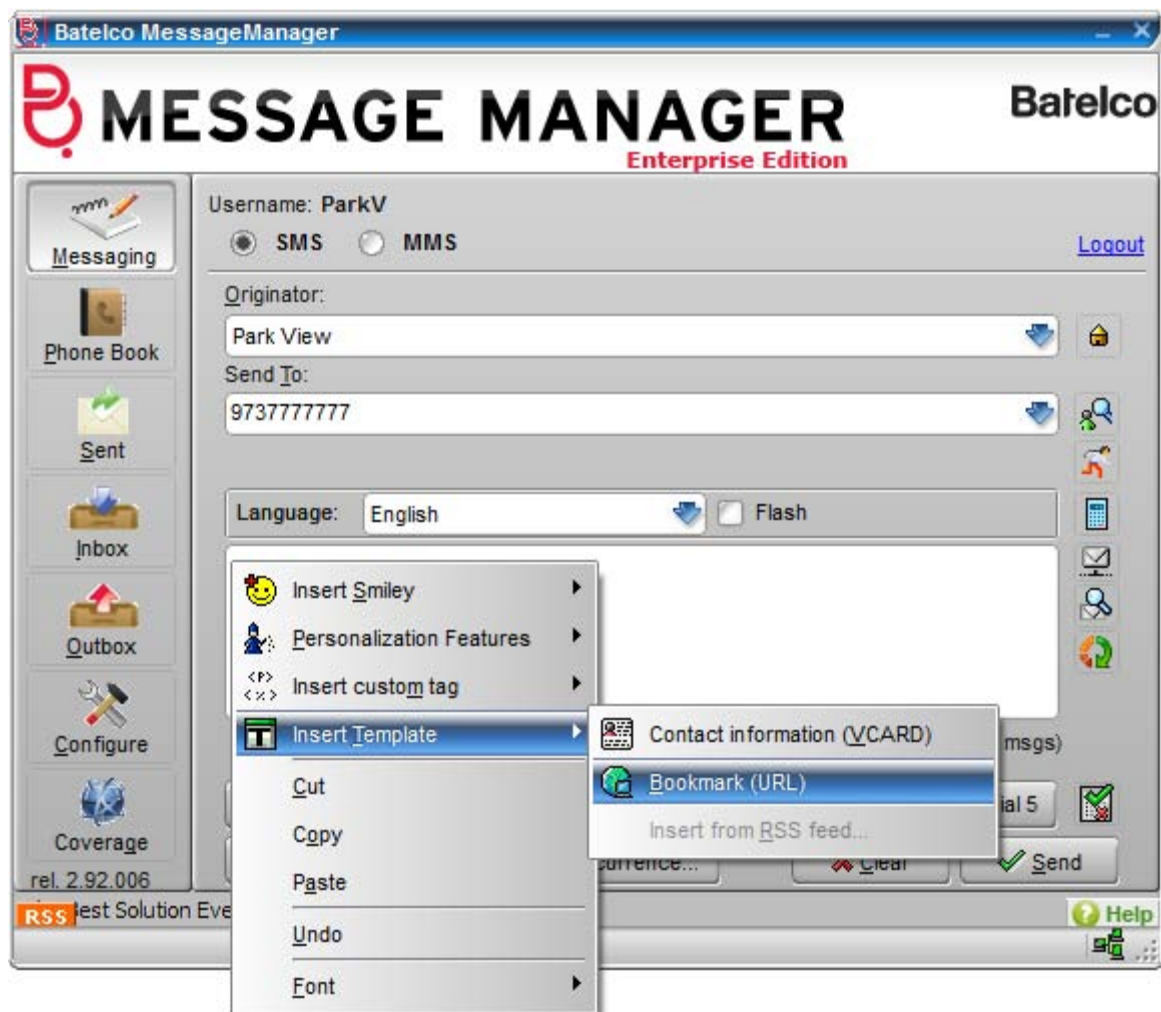


Figure 12. Getting to the Bookmark (URL) interface.

Choose Bookmark (URL), which brings you to the corresponding template ([Figure 13](#)). Fill in the two fields (Caption and URL) as shown in [Figure 13](#), and your Bookmark information is ready to be sent. Again, just like with regular SMS messages, you can save your Bookmark message for future use (see Chapter [III.1.h. 'Saving the Message'](#)). Defining the Originator and the Recipient for your Bookmark message is similar to the same operations for a regular SMS message.



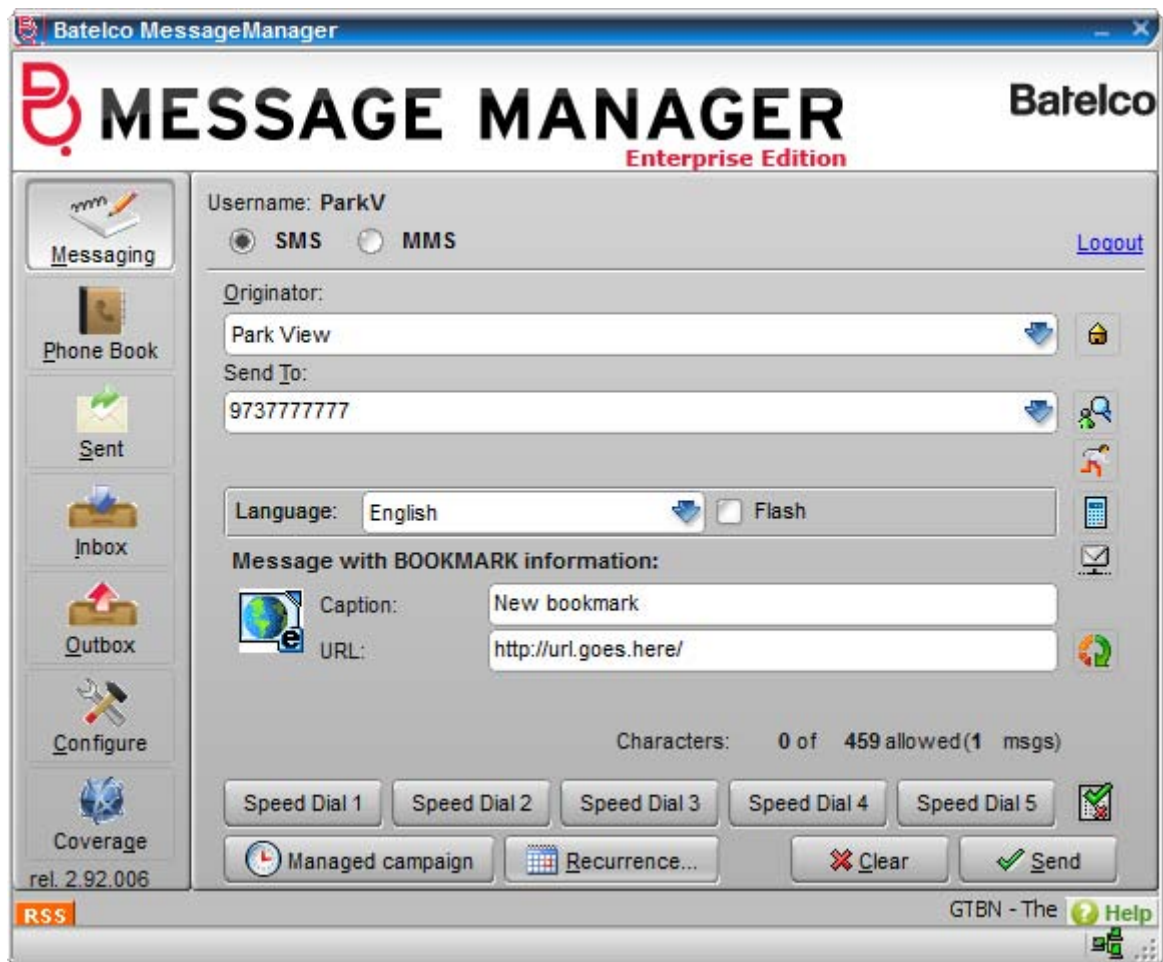


Figure 13. The Bookmark (URL) template.

### III.4. *Creating a message from RSS feed*

RSS news service is rapidly becoming an indispensable tool of communication in our changing business environment. To share RSS information with your partner or client can be very beneficial for companies and organizations, so many Message Manager users asked this to be included in the software. PowerMeMobile Co. gladly delivered the feature in versions 2.14.001 or higher. For detail how to set up the RSS news feed to your Message Manager, please see Chapter '[RSS news feed](#)' in '[Outro](#)'.

To send a string of information as an SMS message, right-click the message text area, select 'Insert Template', then 'Insert from RSS feed', as shown below on successive [Figure 14](#), [Figure 15](#), and [Figure 16](#).

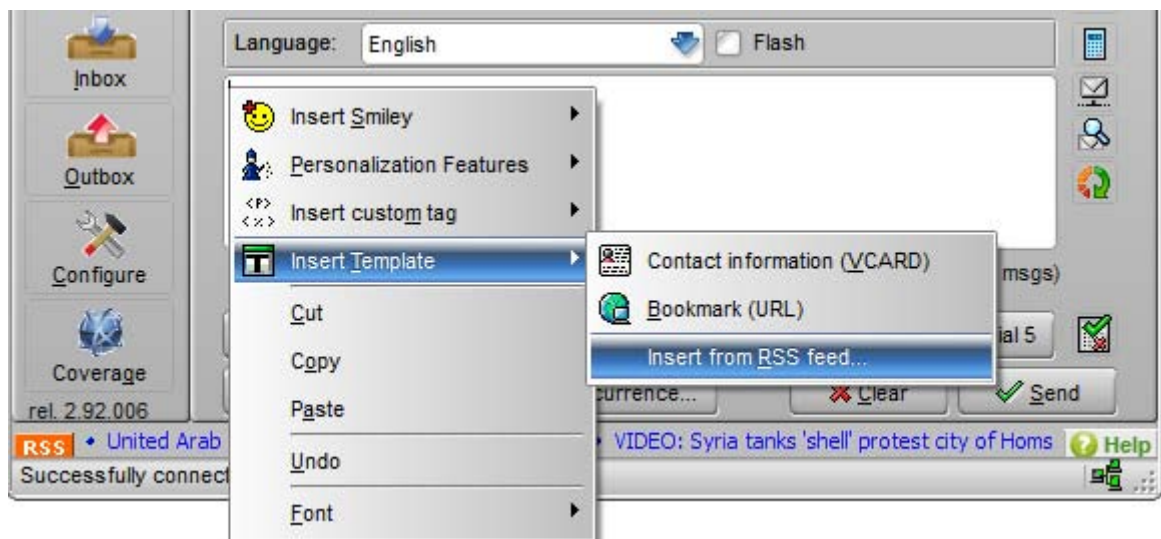


Figure 14. Getting the interface for RSS feed to be included in your SMS message.

Press **Insert from RSS feed**, and you get the **Select RSS story for insert** window (Figure 15), where you can select the story from the list.



Figure 15. Choosing an RSS string to be included in your SMS message.

After the selection the RSS information you have chosen is ready to be sent (Figure 16).

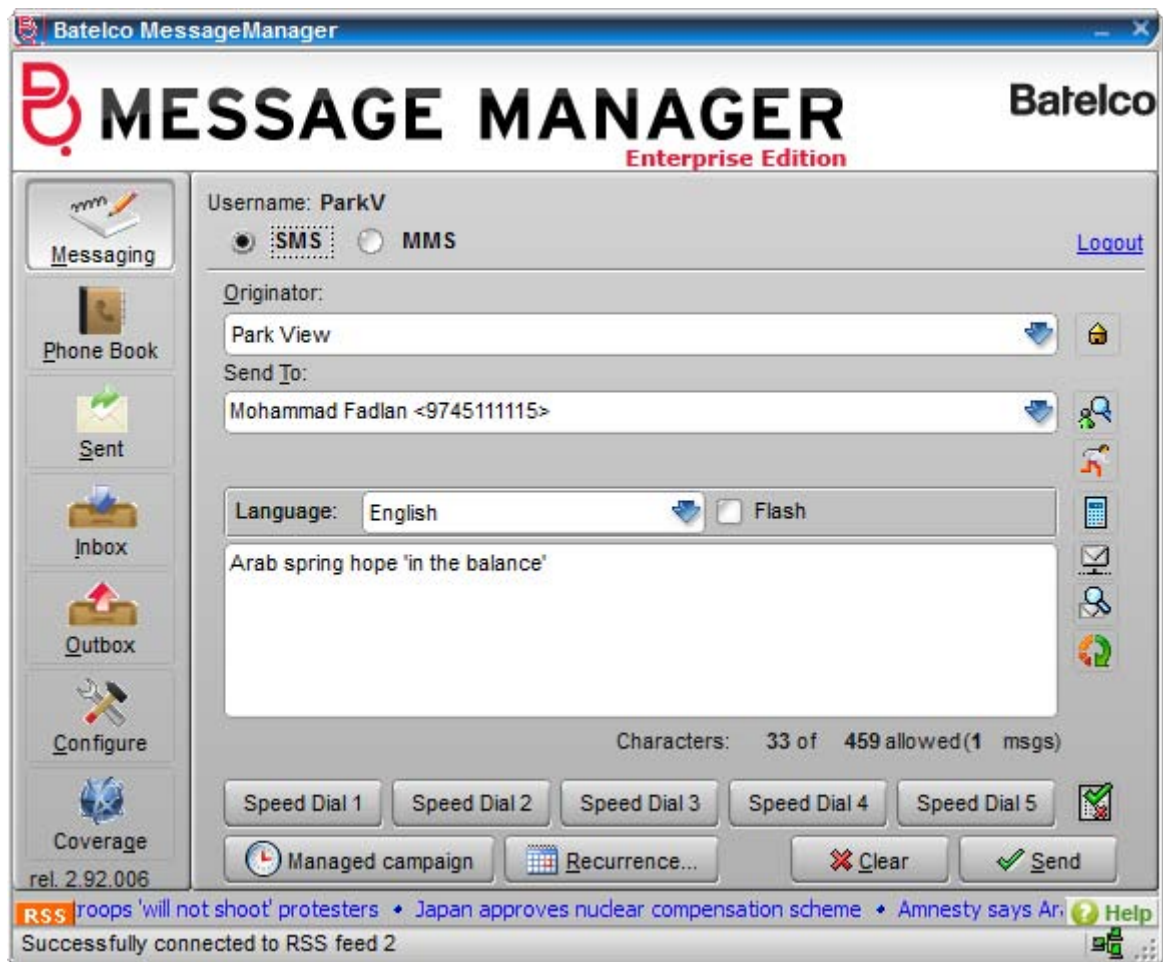


Figure 16. RSS information is ready to be sent as an SMS message.

### III.5. Creating MMS Messages

Multimedia Messaging Service (MMS<sup>2</sup>) is an easy way to send a multimedia message (including pictures, audio and video clips) to mobile users. You can send someone a picture of a person to meet him at the airport, or show the way to drive to your office, or share a promotional video clip with your potential customers. MMS<sup>1</sup> messages are also very suitable for birthday and anniversary congratulations. The Message Manager allows you to create an MMS<sup>1</sup> message of any complexity, using both manual input and drag-and-drop facility. Virtually any media file can be included into your MMS<sup>1</sup> message to make it more informative and persuasive.

The list of file formats which you can use in your MMS<sup>1</sup> message includes but is not limited to the following:

Image—bmp, gif, tif, tiff, png, jpeg, jpg, pdf, wbmp;

Audio—mp3, wav, amr, mid, au;

Video—3gp, avi, mpg, mpeg, mp4, wmv, mov, rm, vob.

You can also enhance your MMS message with very up-to-date audio and video grabbed from your computer microphone, or a web-camera, or an audio CD.

<sup>2</sup> Please confirm availability of this service from your Operator



Technically, an MMS message is a set of frames that are consequentially demonstrated on the recipient's phone display. The number of the frames and the duration of each frame are set by the user.




Please note that MMS is generally more expensive than SMS. Besides, MMS can be unavailable in some of GSM networks. The use of this service can also be restricted by the Operator. Please also be aware that in order to receive an MMS message, the recipient's phone handset must be properly configured.

### III.5.a. Getting to the MMS Composer

To create an MMS message, please select the MMS option button at the top of the Messaging page. The following form then appears:


Figure 17. MMS Message Preparing Page.


As you see, there are a lot of options common for SMS and MMS<sup>1</sup> messaging. You can skip the smaller-print section if you remember the information from SMS messaging description.

The procedures to define the **Originator** and the **Recipient** are the same, and you can also activate the **Default Originator** option by pressing the  icon.

You can choose a recipient from the **Phone Book** by clicking the  icon.


Select the **Private** box if you do not want this message to be shown on your detailed account statement.

To check the number of currency units required for sending the current message, click the  icon.

**Save** the message for future use by clicking the  icon.

You can also use the Speed Dial feature, the same as for SMS sending (see the first part of this chapter).

However, unlike with SMS messages, you must type the **Subject** of the message in corresponding field above the message box. Your MMS message cannot be sent until you put some subject for it.

To begin composing an MMS<sup>3</sup> message, please click the  button or just click the message area (the film-looking one). The Multimedia Message Composer form (see [Figure 18](#)) then appears:

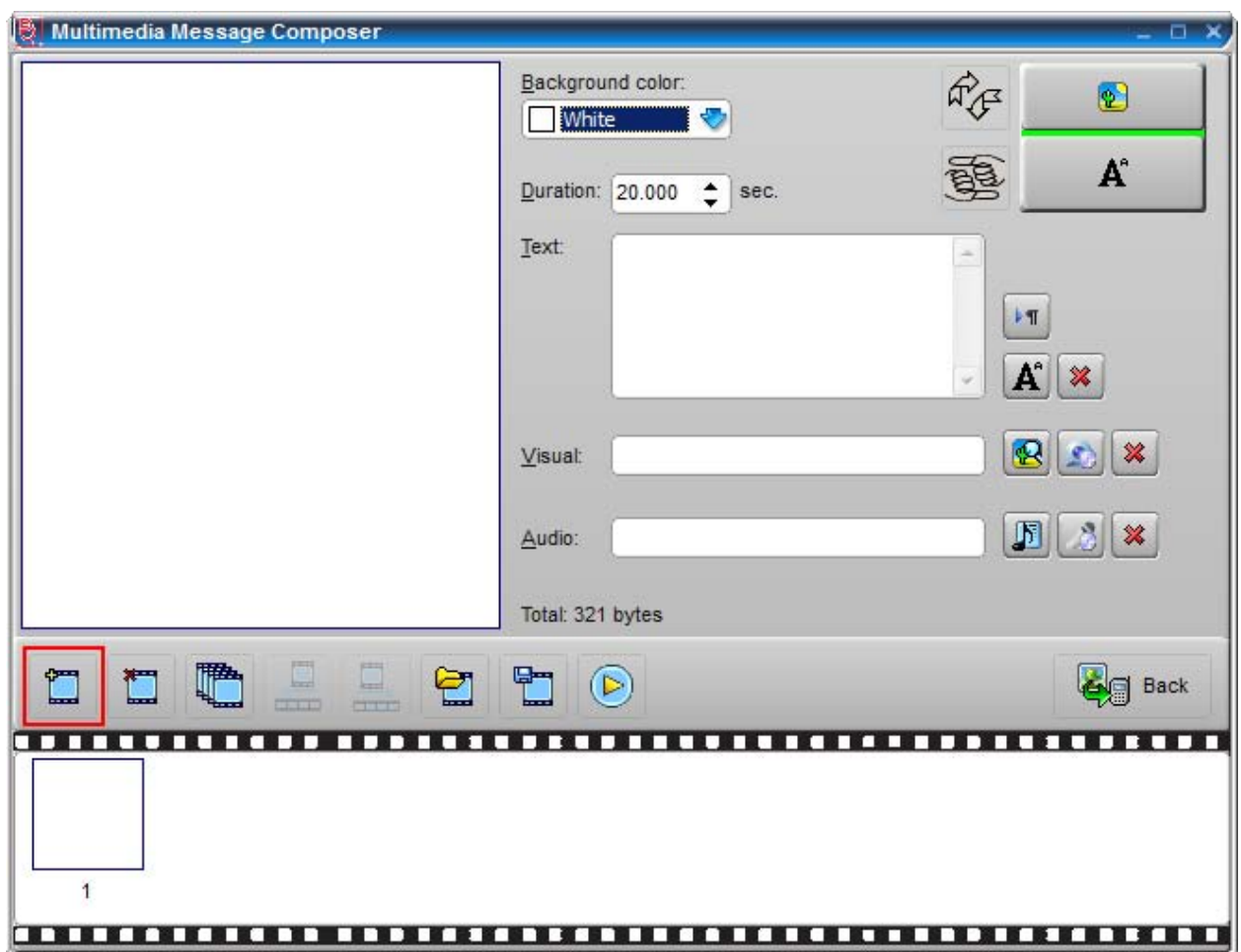






Figure 18. The Multimedia Message Composer form and the first button to press.



<sup>3</sup> Please confirm availability of this service from your Operator.



### III.5.b. Compiling MMS messages

To start compiling an MMS message, press the  button. Now you can:

- add pictures and video (by pressing the  button or by dragging-and-dropping the file into the frame).
- insert text by typing it in the **Text** area, or you can click  button to insert the text from an existing txt file,
- add audio (the ) button), the drag-and-drop option is also available for this,
- change the color of the background.

If for your MMS message you need to grab video from your web-camera or a DVD disc, or include a screenshot, press the  button. The  button does the same for audio media.




The supported image formats are:

**Image:** bmp, gif, tif, tiff, png, jpeg, jpg, wbmp.

**Video:** 3gp, avi, mpg, mpeg, mp4, wmv, mov, rm, vob.

**Audio:** wav, mp3, amr, mid, au.

If you press the  button, the state-of-art Video Splitter appears, where you must select the DVD disk as the source, and then choose the necessary video fragment. This brings you to the Video Splitter ([Figure 19](#)).

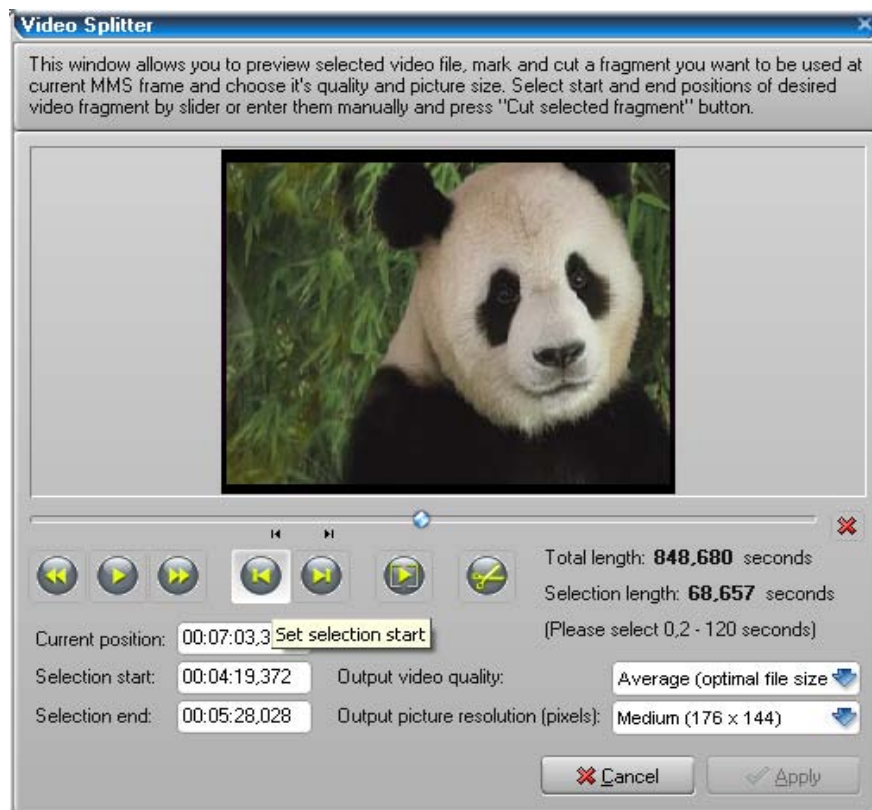


Figure 19. Processing a video fragment from a DVD disk.

Here you can find the control elements (buttons) standard to most video players. With their help you can play the whole fragment, set the selection start and end, play the selection, and then cut the necessary section. Then you are to specify the output quality and picture resolution (the default values are Average and Medium respectively). After the processing is over (it may take a while), you can hit the **Apply** button, and the selection is inserted into your MMS message, as shown in [Figure 20](#).

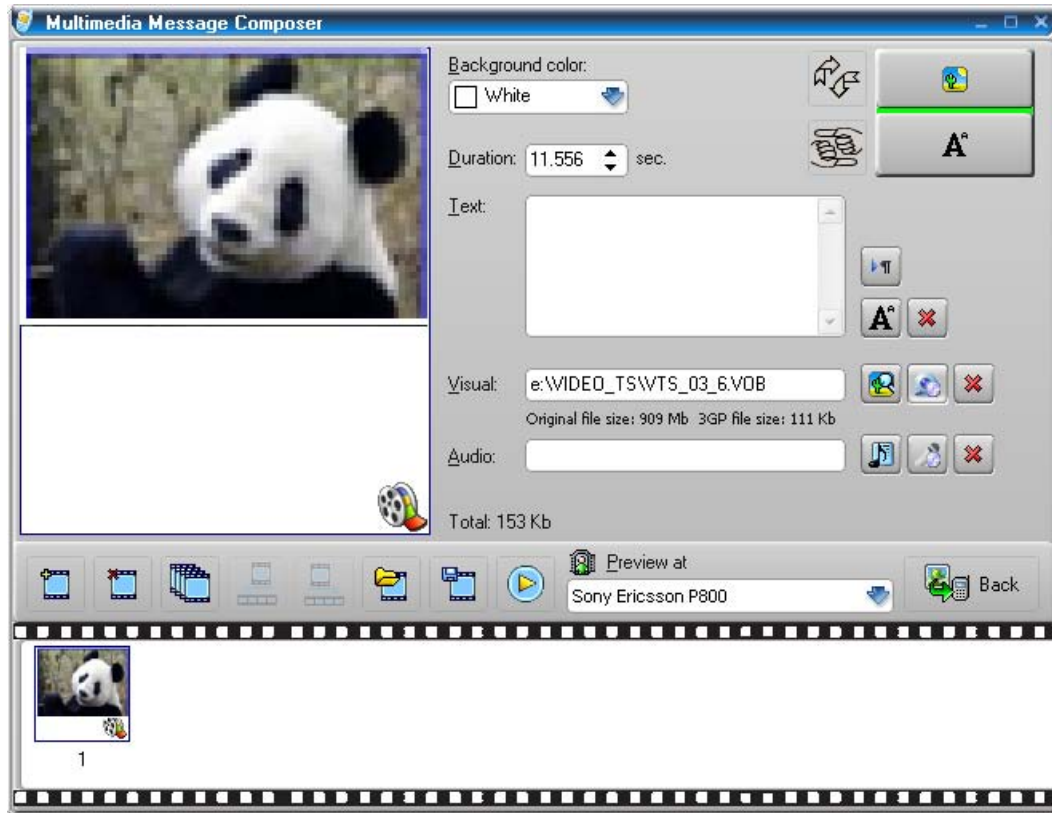










Figure 20. The video selection is inserted into your MMS message

Please note that the duration of the video or audio to be included in your MMS message is limited, because the message itself must be within about 100-150 kB, depending on the Operator's and the Messaging Platform settings. When grabbing media files, you are advised to further convert them so that they are more suitable for mobile communication. Grabbing audio from an audio CD is additionally limited to 45 sec.


To **Delete** the selected picture or audio file, press the  button.

If you want the multimedia information you are sending to be locked in the recipient's phone, so that the recipient would not be able to re-send it, press the  button (the feature is configurable by your Operator Admin).

To change the position of text and image within the frame, please, use the  and  buttons. You can see then how the  and  icons change their position on the gray area located to the right of the buttons. Use the green lever on this form if you want to resize the image/text parts. You may especially need it after you check how the message looks like, using the  button for preview.

When the first frame is complete, you can insert the next blank frame to continue by pressing the  button again.

With the help of the frame buttons range, you can delete frames and change the order of their display. You can also create a new frame on the basis of the existing frames.

For this, select the frame and click  button. The frame will be duplicated. You can now change the text and picture position, resize the image, insert a new image or text, edit the text, and change the background color.

The default **Duration** for each frame is set to 20 seconds, which you can change, of course. The only real limit is the MMS message size, which generally should not exceed 100-150 kB.

Mainly because of the size limit, regular audio- and video-files cannot be used in MMS<sup>1</sup> messages in some networks and for some mobile phones. However, the MM built-in media converter solves the problem for you. For example, if you want to use an .mp3 file for your MMS<sup>1</sup> message, the converter can transform it into .amr or .aac files, which are much more common in mobile phone population. As soon as you add the .mp3 file through the Audio field (see [Figure 18](#)), a dialog box asks you to confirm the conversion.

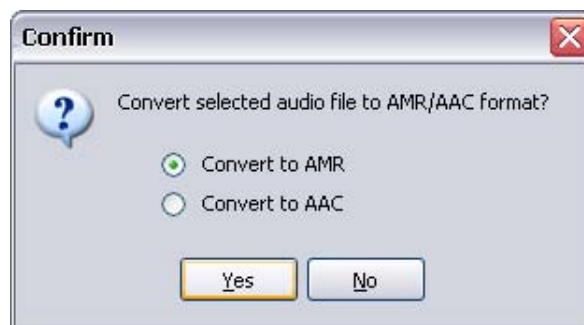


Figure 21. Dialog box to confirm the .mp3 conversion.

We recommend .aac format, because it provides much better quality. However, not all the mobile phones support it. If you anticipate that most of your recipients have older makes of mobile phones, you would be safer with .amr format.

If you are sure that your recipients' phones are equipped with 3gp technology, you can add video to your MMS<sup>4</sup> message. Video-files (.avi and .mpeg formats) can also be converted to fit the recipients' mobile phones, and the same procedure is applied. Here you do not have much choice, luckily the industry is more-or-less happy with one format, that of .3gp, at least by now. Still, you must remember that most of the providers limit the MMS<sup>1</sup> message size. Different size limitations can also apply to different mobile phone brands and models.

We would like to remind you again that drag-and-drop is an easy way to handle media files while composing your MMS message. Select the necessary media file and drop it into the frame, and it will be converted to suit MMS format. You can also right-click on the file (or a picture in a web-page, for example) and use the context menu prompting you '**Send by MMS**'. The media file will be included in the message being composed. In

<sup>4</sup> Please confirm availability of this service from your Operator



case no message is being composed at the moment, the Message Manager will open the Multimedia Message Composer interface for you.

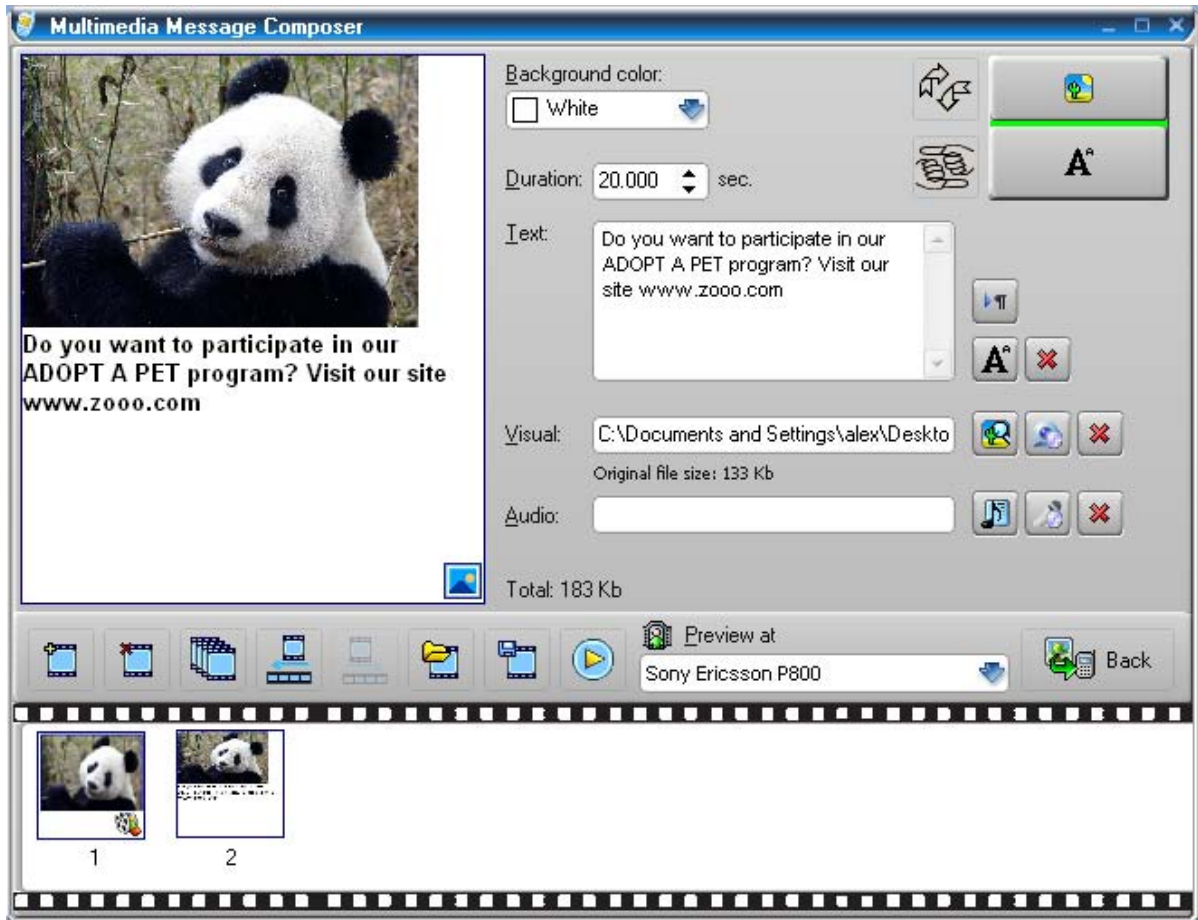




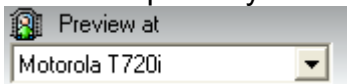

Figure 22. A completed MMS message.

To save the message please click  and choose the location on your computer's hard drive. Then you can edit it later or send to another recipient. You'd better remember the path for the file, but if you lost it, you can search the file by its extension (\*.MMS).



The multimedia components in your MMS message are NOT contained in the \*.MMS file. Visuals and audio files are stored separately, and the MMS message has just the links to them. If you delete or relocate the files, the corresponding frames turn PLAIN TEXT ONLY!

To edit or resend the existing MMS Message, click  button, choose the message you would like to edit and make the changes.

To preview the whole MMS message, please select the model of the phone you want to preview the message on. For this, use the drop-down list  and click the  button to play the message.

When the MMS message is complete, you can send it immediately, save it to be sent later or edit it.

To send the MMS message immediately, please, click the **Send** button. You then return to the Message Manager Messaging form ([Figure 5](#)).

You can also include multimedia files directly into your MMS message, if you right-click the file and choose the **Send to\MMS (Message Manager)** option.

Please note that with some Operators the cost of your MMS message can depend on its size, and your Operator can charge your MMS message in ranges. For example, the first 50 Kb of your MMS message cost 0.05 currency units per Kb, then every Kb added costs 0.10 currency units.

### III.6. Creating recurrent messages

The latest versions of the Message Manager can boast a feature which can prove very useful for promotional messages. You can send messages which repeat several times with a pattern specified. The button to start the recurrence settings is located at the bottom (see [Figure 23](#)).

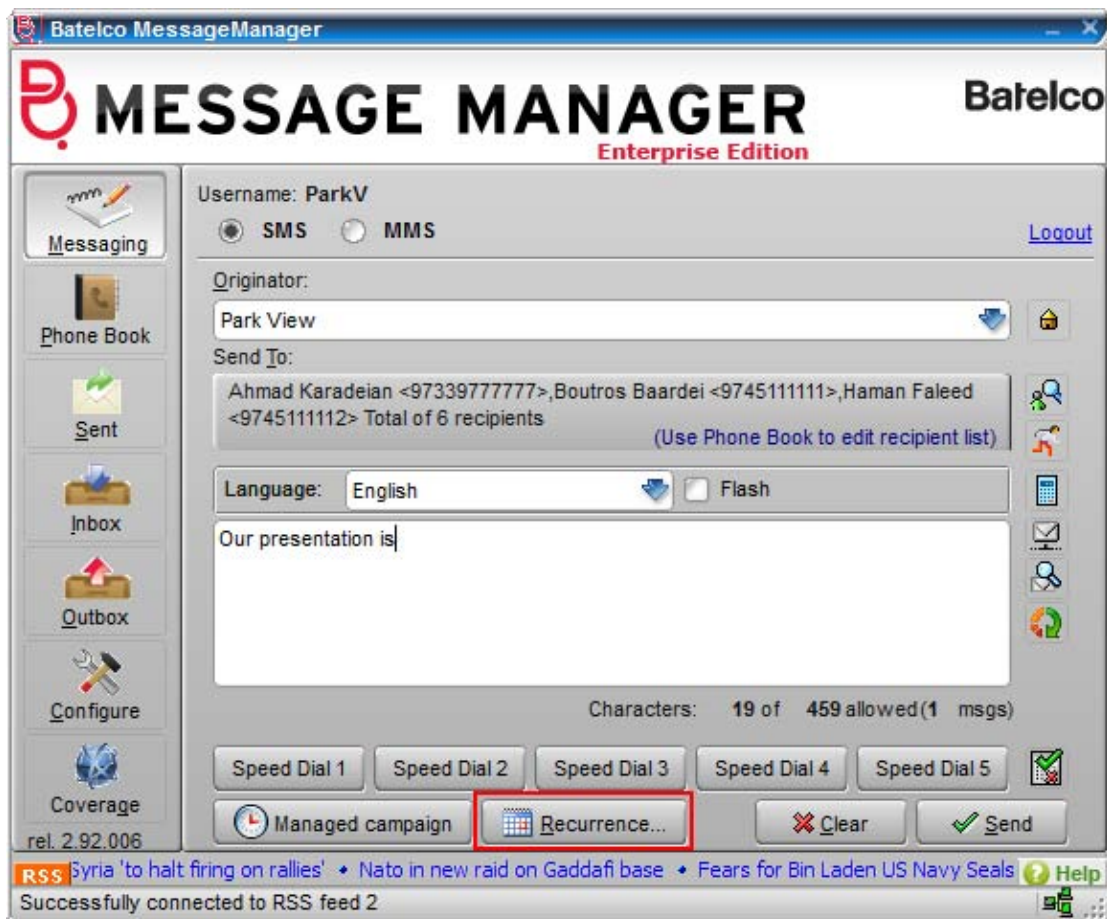


Figure 23. The button to start your recurrence settings.

When you press the button, the form similar to many PIM organizers appears (see [Figure 24](#)), with all possibilities to remind your recipients about the information you want.

Figure 24. The recurrence setting form with the calendar links.

### III.7. Sending SMS or MMS Messages


The Message Manager gives you three convenient choices for sending SMS / MMS messages to their recipients: through the **Send** button, **Speed Dial** buttons, or **Managed campaign** button.

Clicking the **Send** button is an ordinary way of sending messages. The **Speed Dial** and **Managed campaign** buttons are more advanced features.



If the number of your recipients for one message is around 50,000 or more (yes, your Message Manager can handle it so big!), then the Message Manager Platform service sends the messages in portions. Please note that there may be 3-5 min intervals between the portions.

#### III.7.a. Saving your time with Speed Dial buttons

If there are some favorite recipients to whom you send messages very frequently, you can set **Speed Dial** buttons for them. The **Speed Dial** buttons allow you to send messages to the predefined addresses with just one click. To configure the buttons' settings, click the  icon. The following form then appears:

**Speed Dial configuration**

Speed Dial buttons allow you to send SMS message to the predefined address with just one mouse click!

Please define your Speed Dial buttons:

	Button label	Mobile number	
1	Speed Dial 1	9659999991	...
2	Speed Dial 2		...
3	Speed Dial 3		...
4	Speed Dial 4		...
5	Speed Dial 5		...

OK Cancel

Figure 25. Speed Dial Configuration form.

Fill in the form by specifying the **Label** of the Speed Dial button and the recipient's **Mobile number**. You can type the phone number directly in the entry box or press the [...] (3 dots) button next to the **Mobile number** entry box and choose the number from the Message Manager Phone Book. Instead of the Mobile number you can also enter the recipient's email address, to be used to send MMS messages (see Chapter [III.7.e 'MMS to email support'](#)).

**Speed Dial configuration**

Speed Dial buttons allow you to send SMS message to the predefined address with just one mouse click!

Please define your Speed Dial buttons:

	Button label	Mobile number	
1	Mohammad	9659999991	...
2	Ali	9659999992	...
3	Sundip	9659999993	...
4	Khalil	9659999994	...
5	Adel	9659999995	...

OK Cancel

Figure 26. Speed Dial buttons defined.

Click **OK** to save **Speed Dial** phone numbers and return to the Messaging form. Click **Cancel** to return to the Messaging window without saving **Speed Dial** phone numbers.

After you specify the **Speed Dial** labels, they are displayed under the message box in the Messaging window (see [Figure 27](#)):

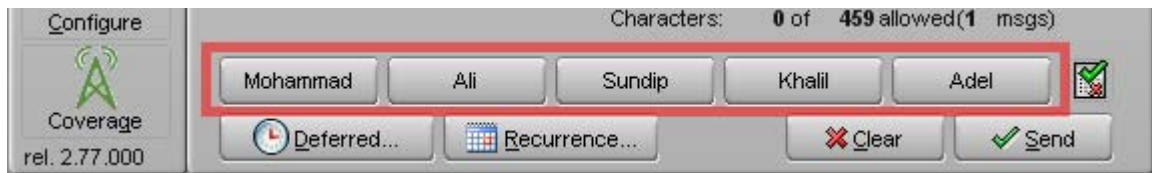


Figure 27. Speed Dial Buttons with new labels in the Messaging Window.

Now you can send a composed message immediately by clicking the appropriate **Speed Dial** button. Note that using a **Speed Dial** button, you do not need to type the recipient's phone number in the **Send to** field every time you wish to send a message because the recipient's number is already indicated in the Speed Dial configuration.

### III.7.b. Managing promotion campaigns with Message Manager

The **Managed campaign** option is actually a multi-tool giving you all necessary instruments to launch a big promotion campaign. The corresponding form ([Figure 29](#)) lets you define the period for your campaign and the time of the day when the recipients can get your message.

Please note that this feature can be switched on/off for every separate user. If you do not see the **Managed campaign** button, ask your Admin for details.

To invoke the necessary form, press the **Managed campaign** button at the bottom (see [Figure 28](#)). In some configurations the **Deferred...** button can be used.

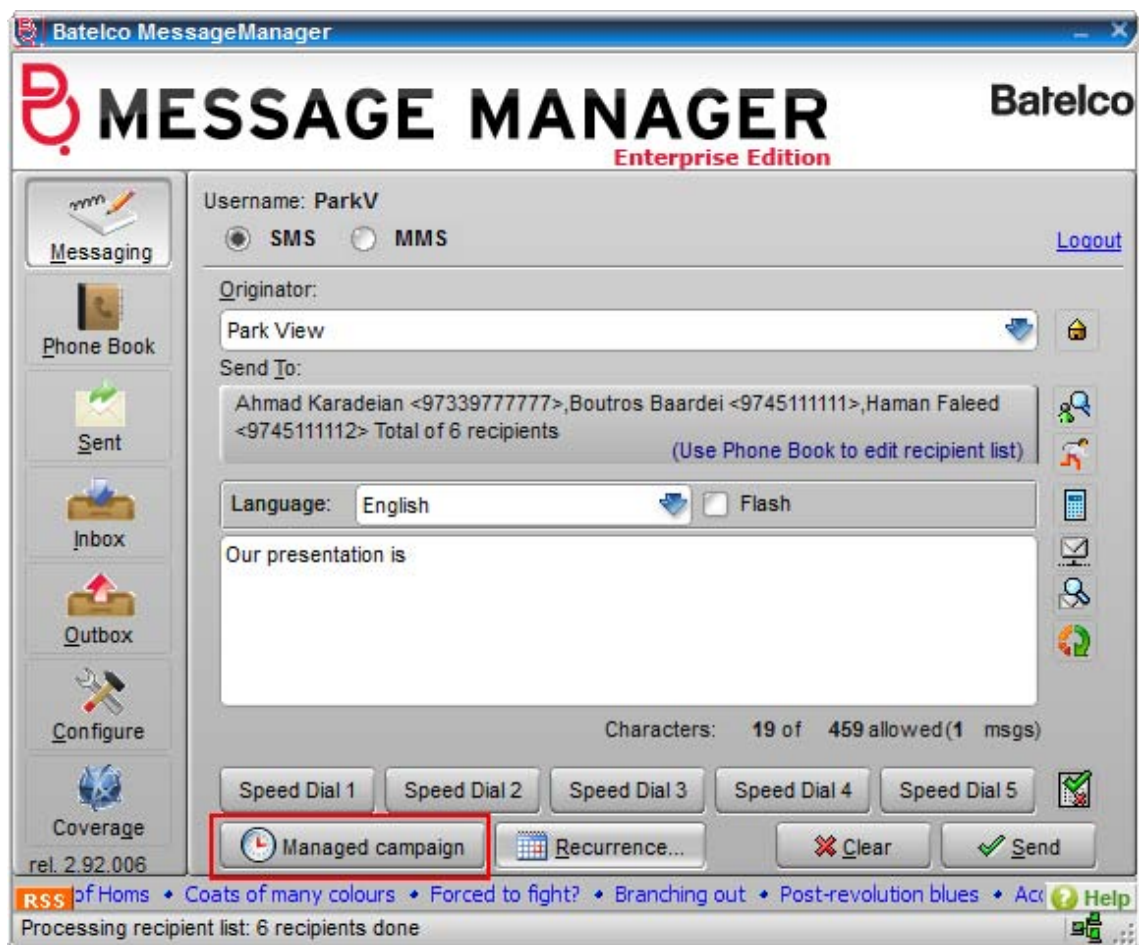


Figure 28. The Managed Campaign button.



The resulting form ([Figure 29](#)) is comprised of several sections described from top to bottom. The Message Manager analyses the GSM provider location and suggests the time zone. Select **Daylight saving time** if this is applied in the Recipient's country. Then you must indicate the date and time of the delivery through the built-in **Calendar** and the **Time** controls. Please note that your Operator or your System Administrator can foresee some periods when correct sending of your messages may be problematic due to heavy traffic. In this case such periods are highlighted (bright red for complete block-out and light red for partial block-out). Eventually, specify the day period when your message is to be sent, and the expiry date for the campaign.

Some promotion campaign can be rather long. If you want to make sure you do not forget that your campaign is over, you can select the **Notify me when the campaign is completed via email or sms box**.

The message planned for deferred delivery for your campaign is placed on the queue in the Message Manager server and then delivered at the time set by the Originator.

**Managed campaign**

Use this dialog to efficiently manage a mass recipient promotion campaign by setting exact times to start and finish, and by defining when your message is to be sent during the day. Please mind the time zone differences.

Your message is to be delivered to:  
9656777771,9656777772,9656777773 Total of 777 recipients

**Time zone settings:**  
We have suggested Time Zone information for you below, based on the first recipient's phone number.  
Timezone: GMT+3 ☐ Daylight saving time

**Using:**  
☒ Settings above ☐ GMT ☐ Local time  
(GMT 4/5/2011 03:12 PM)

**Starting your campaign:**  
(Note: there can be up to five minute delay during busy times)

Restricted time periods (shown in red):

0	3	6	9	12
AM				
PM				

Time: 06:12 PM

☒ Restrict message delivery to the following period of the day:  
From: 10:00 AM To: 06:00 PM

☒ Campaign expires on:  
Date: 05/05/2011 Time: 06:11 PM  
(Note: the campaign expires on the date/time above even if the server cannot send the message to some of your recipients.)

☒ Notify me when the campaign is completed via email or sms to:  
☒ Send notification via SMS: 9656777777  
☐ Send notification via email:

**Figure 29. Heavy traffic periods are highlighted (bright red for complete block-out and light red for partial block-out).**

If you try to specify your delivery time within the blocked periods, you get a warning notification, so you are advised to set the delivery time outside the blocked periods. Press the **Send** button to send the message and finish the **Managed campaign** dialog.



### III.7.c. Mobile Number Portability support

Mobile Number Portability (MNP) is an advanced feature which enables mobile telephone users to retain their mobile telephone numbers when changing from one mobile network operator to another. This feature is fully supported in the Messaging Platform software complex in general, and the Message Manager versions from 2.21.002 or higher.

If your recipient has moved to another GSM service provider and retained the mobile number, your message will still be delivered for a nominal fee. Before the delivery you get the following notification:

According to the current list of recipients, we estimate that this message will require XX or more depending if some of your recipients have ported to a different network.

### III.7.d. Defining the period of the Message Validity

Internet connection is not perfect (at least not yet), hence there may be problems with sending your messages. In this case the Messaging Platform (the whole software complex of which the Message Manager is a component) makes several attempts to send your message with certain frequency. If you think that your message validity is limited in time, you can define in the Message Manager for how many hours the system is to try to send your message.

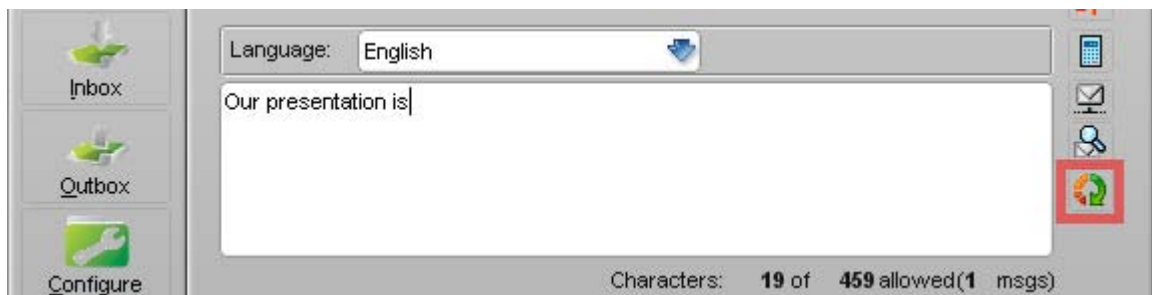


Figure 30. Getting to the Defining Message Validity Period.

Press the button highlighted in [Figure 30](#), and you get the window shown in [Figure 31](#).



Figure 31. Defining Message Validity Period.

Here you can type the integer number of hours or choose it from the drop-down list.

### III.7.e. MMS to email support

Following our clients' needs and anticipating them, we also included in the Message Manager of version 2.14.002 or higher the possibility to send MMS messages directly to the recipients' email addresses. To do this, you just have to enter the recipient's email address in the **Send To** field (see [Figure 17](#)), just like you do when sending regular email messages. The feature also supports group addressing (several email addresses separated by commas), and email addresses can be used instead of phone numbers when you configure your **Speed Dial** buttons (see Chapter [III.7.a 'Saving your time with Speed Dial buttons'](#)).

## IV. Managing your contacts with the Phone Book

Real close friends should be a few chosen. Colleagues and business partners should be as many as necessary for the business. Customers should be as many as possible, maybe about two million or so. Being an instrument for business communication, the Message Manager (Corporate and Enterprise editions) can store up to 2'100'000 extended contacts in its **Phone Book**, conveniently organize them for you into multi-level groups, and instantly deliver them at your disposal. Here you can:

- Create, edit, and delete contacts,
- Create, rename, and delete groups and subgroups,
- Copy and move your contacts and subgroups from one group to another,
- Select multiple recipients for your messages.

You can also share the contact information with external sources, i. e., export it to the CSV (Comma Separated Values) files and import new contacts from external databases.

The lower-level Standard edition and Consumer edition cannot boast such a capacity. Their PhoneBooks hold 200 contacts maximum, which is enough for personal usage and maybe for a starting business. The top-level Enterprise edition can operate not only with the Local PhoneBook stored on your computer, but also access external databases like SQL or Oracle, or Access files, which makes its capacity virtually unlimited.

### IV.1. PhoneBook Management

The Message Manager is equipped with advanced PhoneBook in which you can do practically anything necessary to efficiently organize your contacts and send messages. In addition to groups, the program has the Distribution list, which you can use as a temporary group containing just the telephone numbers. This can be handy for promotion message deliveries, when the real names are just not available.

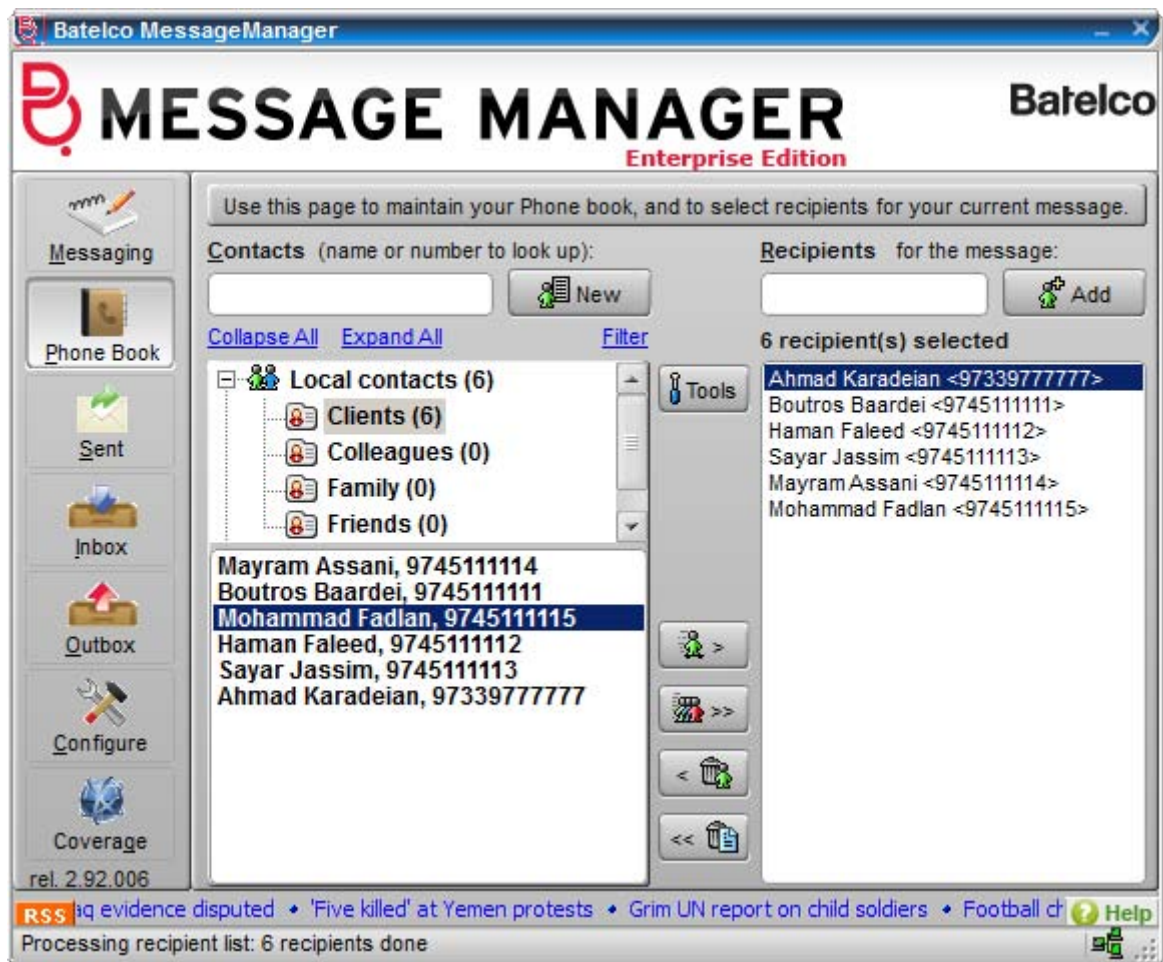


Figure 32. The default Phone Book form.

In the Enterprise edition of the Message Manager there is the tree of contacts which divides all contacts into two categories, **Local** and **Server**.

The **Local Contacts** are stored on your computer hard drive. The **Server Contacts** category is an external shared database (SQL/Oracle/Access) that is stored on the server.

You can **Collapse** or **Expand** the list of all groups and subgroups, using the corresponding links above the tree of contacts. You can also do it with a separate group, to adapt the view to your current needs.

To view the contacts included in the group, click on the group's name. You will see the list exactly below the tree of contacts.

#### IV.1.a. How to create a new contact

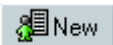
To create a new contact, you can click the  **New** button, or right-click a group and choose **Add contact...** button. The default **Recipient Information** form ([Figure 33](#)) then appears:

Figure 33. The default Recipient Information form.

The Recipient Information form is composed of several sections: the Recipient's personal information, the information about the Recipient's mobile phone, Reminder facility, and the Groups. Supply the necessary information step by step.

First, fill in the Recipient's personal information:

- **Prefix:** Mr., Ms., or Mrs.;
- **First name;**
- **Initial;**
- **Last name;**
- **Nickname;**
- **Country** (use the drop-down list to select it);

- **State;**
- **City;**
- **Postcode;**
- **Address;**
- **Language** (currently Arabic or English).



Not all the fields are obligatory here, however, we strongly suggest you put at least the first or last name ☺, otherwise there will be nothing to include in the database. You can also change the way your contacts are presented onscreen with the help of last or first names, or nicknames.

Then supply the mobile phone number and the country of the GSM operator:

- **Country** (use the drop-down list to select it);
- **Phone number.**

As soon as you type the Recipient's phone number, the Message Manager automatically provides the name of the Network and the current time in the Recipient's country. This information is taken from the Message Manager Coverage Database.

Figure 34. Destination network and the Recipient's local time in the Recipient Information form.



If you type the phone number that is not listed in the Message Manager Coverage Database, you see that the name of the destination network remains **unknown** and the **OK** button in the lower right corner of the form is inactive. This means that you cannot add this contact to the Message Manager Phone Book and you cannot send messages to this recipient. The Message Manager updates its [Coverage Database](#) daily through Internet, so if the code you entered does not give you any destination network, check the code again.


If you want to impress your clients or partners with how much you care about them, your next step is to specify the **Reminder** settings:

- Choose the inbuilt calendar to indicate the Recipient's **Birthday**. Please select **On-Screen reminder** box if you wish to activate this facility. When the option is on, the Message Manager will display a reminder dialog box on the birthday date

of this person. So, you will not forget to send congratulations to your partners and clients.

- **Setup Actions:**

- **SMS Birthday Congratulation.** Click this button to set up automatic SMS congratulations directly to your chosen recipient;
- **SMS reminder for myself.** Click this button if you want to receive a reminder about your contacts' birthdays via SMS to your own mobile phone.

Finally, go to the **Groups** section and choose the group to which a new contact must belong. To create a new group for the contact, click the  button.

Click the **OK** to finish and return to the Phone Book form.

**Note:** in the Standard Edition the size of the Local Phone Book is limited to 200 contacts. The Corporate and Enterprise Editions Local Phone Books can store up to 2'100'000 contacts.

#### **IV.1.b. How to import a VCard into your Phone Book**

In contemporary business environment people often exchange personal contact information in the form of electronic business cards, so you may receive electronic business cards by e-mail or ICQ. The Message Manager gives you an instrument to immediately include the business contact information into your Phone Book. The standard file format used for electronic business cards is `vcard` or `vcf`.

To instantly import a VCard into your Phone Book, just drag the file and drop it into your MM window. Then the default Recipient Information form ([Figure 33](#)) appears, so you can edit the information if necessary. However, if the telephone number does not correspond to the digit-only format (see Chapter [III.1.b 'Defining the Recipient.'](#)) or its country code does not correspond to the Coverage database, it will not be recognized by the Message Manager.

#### **IV.1.c. Shared and private Phone Books**

Your Message Manager is a powerful instrument of team work. Every user of a particular copy of the Message Manager can take advantage of the shared Phone Book located on the server, so that a big company employees have access to one phone database. On the other hand, it is also a highly personalizable instrument, because in addition to the shared one every user can create and maintain their own Phone Book.

You can create your own Phone Book by selecting the Local PhoneBook is private for me only box in the Configure window (see [Figure 35](#)).



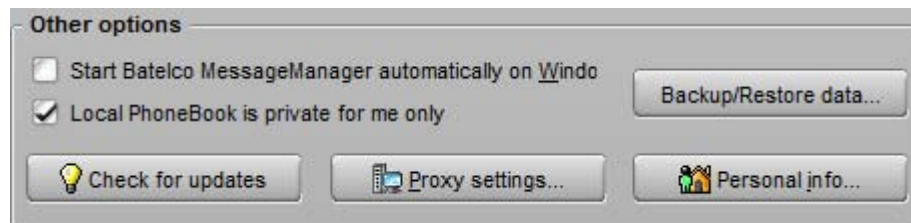


Figure 35. Making Local Phone Book private.

Please remember that this feature, just like a number of others, depends on the settings controlled by your System Administrator.

#### IV.1.d. Selecting recipients for messages

You can choose any of your contacts to become a **Recipient of the message**.

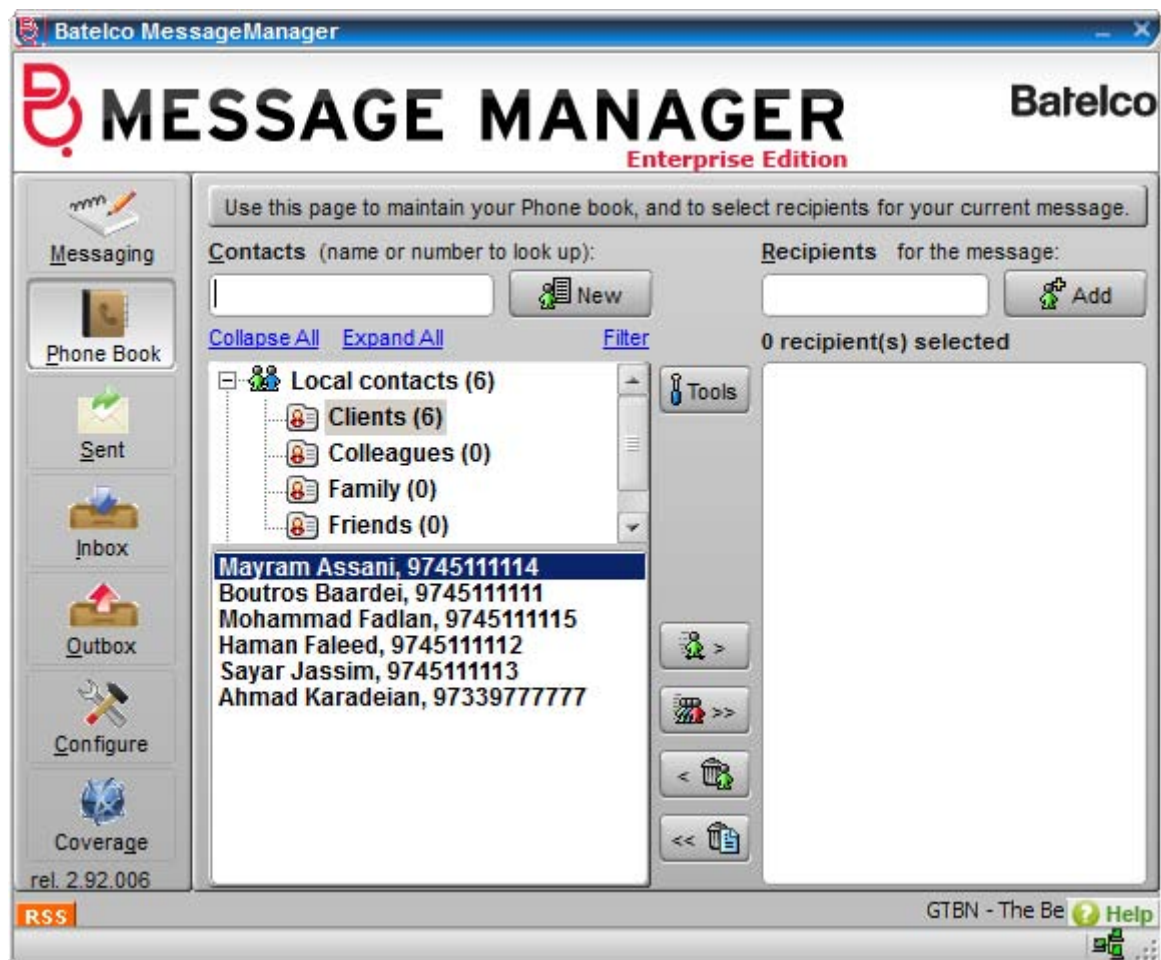


Figure 36. The List of Contacts.


When you select a group, the list of contacts show up below the group section. To add a contact to the list of recipients, double-click the contact's name, or select it and click the



button. In case you want to add the whole group to the recipient list, choose the



necessary group and click the button. This is especially useful for promotional messages to some target audience.

Remove a contact from the recipient list, double-click it, or select it and click the  button.

To clean up the recipients list field, click the  button.


**Note:** The Standard Edition allows you to send a message up to 200 recipients at once. The Corporate Edition – up to 10'000; and the Enterprise Edition – up to 100'000 recipients.

The right part of the Phone Book form lists all the recipients for the current message.



Figure 37. The Recipient List.

Here you can see how many recipients are selected for the current message, the recipients' phone numbers and names.

To add a recipient not listed in the Phone Book, type the recipient's phone number in the entry box and click the  button. In this case the recipient's name will not be specified in the list.

All the contacts put in the recipient list are automatically displayed in the **Send to** field of the Messaging window.



If the number of your recipients for one message is around 50,000 or more (yes, your Message Manager can handle it so big!), then the Message Manager Platform service sends the messages in portions. Please note that there may be 3-5 min intervals between the portions.

#### IV.1.e. How to search contacts

A database without a proper search function is not a database, but just a data heap. The Phone Book IS a database, and you can find a contact if you remember at least

some pieces of its fields. You can perform search using the **Contacts** field. To find a contact, just begin typing a name or a phone number in this field. The Message Manager immediately displays the groups and subgroups with matching information, indicating how many matching contacts there are in the group or subgroup. Just click the group or subgroup, and the name is shown in the field below the contact tree.

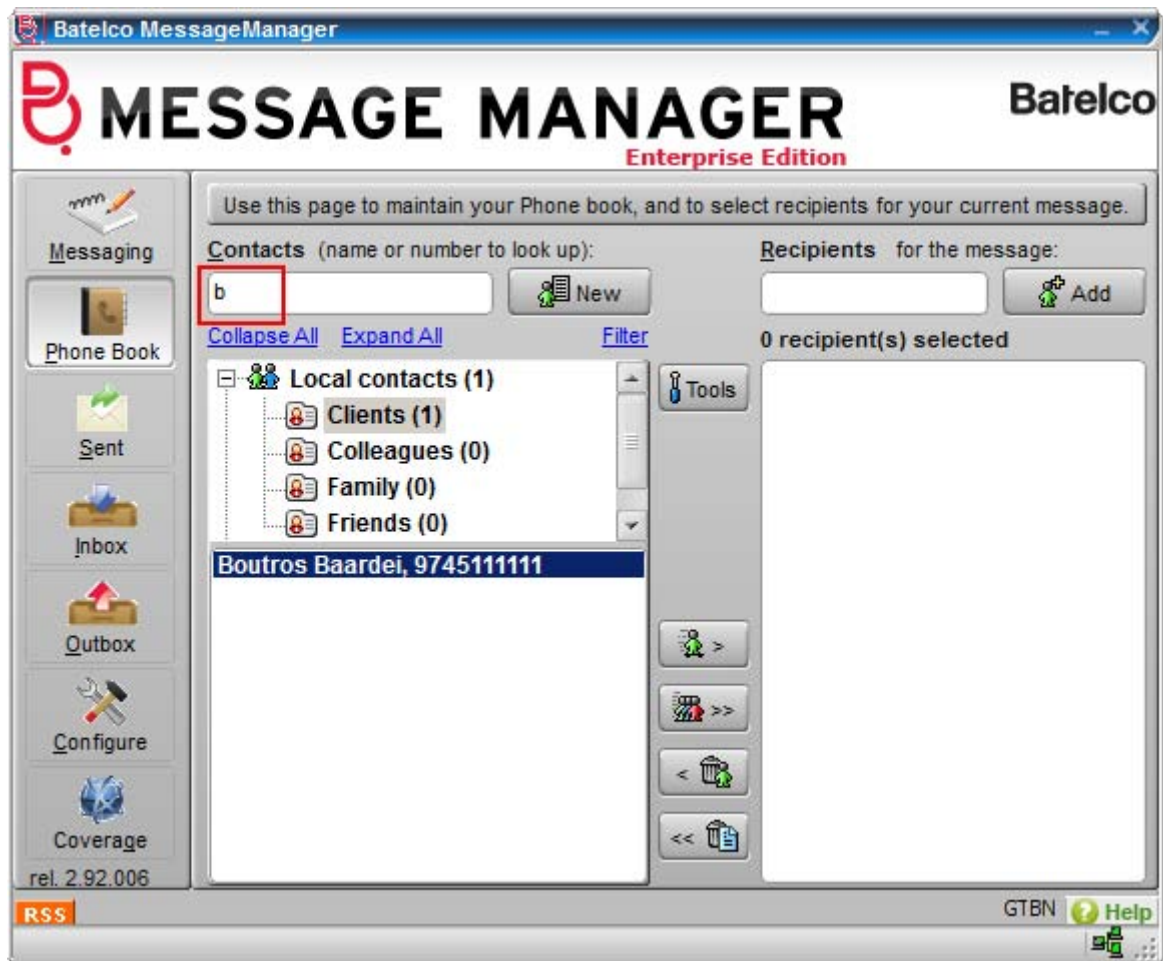
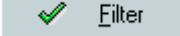
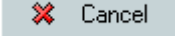
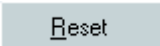


Figure 38. Dynamic search using the Contacts field.

You can also perform the advanced contact search by applying the filter. Click the [Filter](#) link, and the Phone Book Filter form then appears:

Figure 39. The Phone Book Filter form.

You can filter the phone book records using the criteria of phone number, language, name (first and/or last), address, as well as any combination of those. Note that in the **Phone** and **Name** fields you must check the **Begins** or **Contains** option buttons.

Click the  button to apply the filter, or the  button to stop any search. Press the  button if you want to clean up the chosen criteria and select different ones.

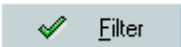
Supposing you want to find all the contacts whose provider is Bouygues Telecom (France), i. e., whose mobile numbers begin with 33. You enter the digits as shown in [Figure 40](#), and press the  button:

Figure 40. Contact search with the help of Filter function.

As soon as you press the [Filter](#) button, the main Phone Book window opens automatically. Now in the contact tree area you can see how many contacts in the groups and subgroups correspond to the chosen criteria, and the [Filter](#) link is replaced with the red **Filtered** one. If you want to see the contacts themselves, click a lowest-level subgroup where the contacts have been found.

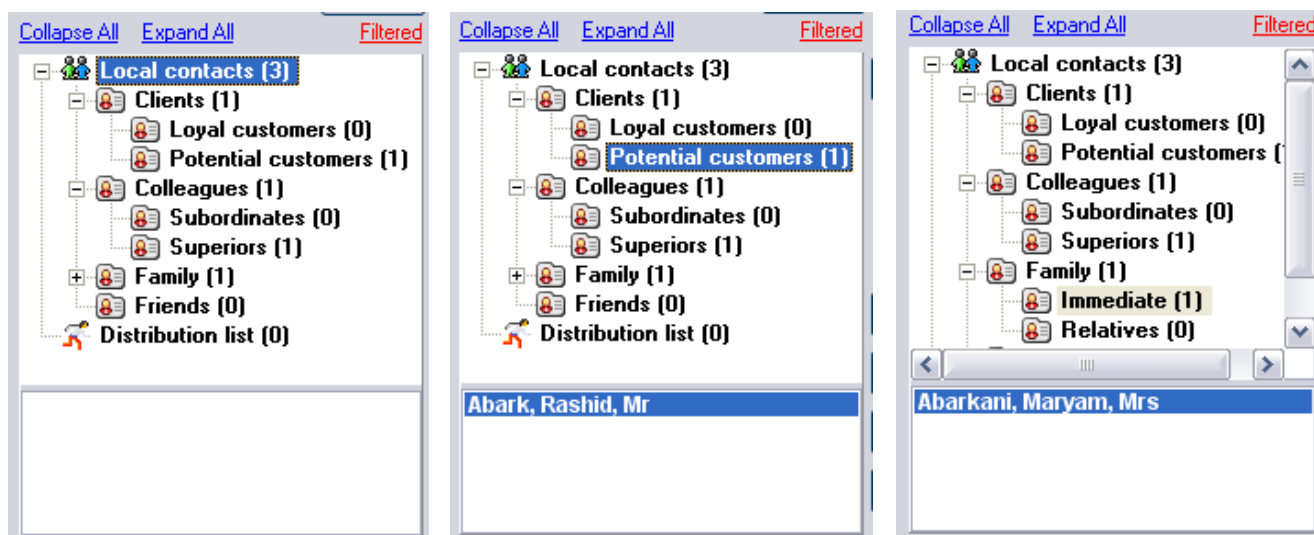


Figure 41. Showing the results of contact search within the groups, with the help of Filter function.

Click the red **Filtered** link in order to return to the Phone Book Filter dialog.

If you decide to use the **Reset** button again after the search is done, please note that new criteria applied produce a completely new search results. If you want to return to the normal Phone Book form with all the contacts shown, click the [No Filter](#) button.

## IV.1.f. How to organize and share your contacts

Here you can fully practice your right-click skills, because the main way to organize your contacts is the context menu. Open it by right-clicking the selected contact.

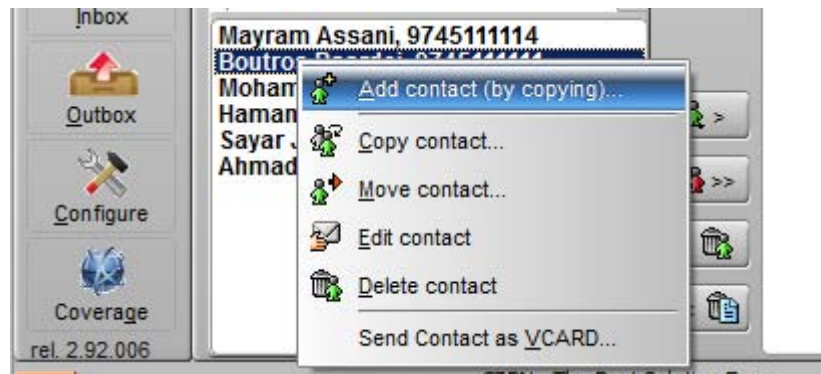


Figure 42. The Contacts Context Menu.

Using this menu you can choose one of the following commands:

- **Add contact (by copying):** create a contact on the basis of the existing contact. As soon as you choose this command, the **Recipient Information** window is shown. It is now a new separate record in the database, but its fields are already filled in with the information related to the selected contact. Make the required changes to this information, and save it as another contact.
- **Copy contact:** copy the contact to another group or subgroup.



Please remember that with **Copy contact** function the program creates a separate entry with a different unique key.

- **Move contact:** move the contact to another group or subgroup;
- **Edit contact:** modify the details of the existing contact;
- **Delete contact:** remove the currently selected contact from the Phone Book.
- **Send contact as VCARD:** this is one of the advanced features of newer MM versions. You can quickly share your contacts sending them in the widest-accepted VCard format suitable for exchanging contact information. However, only Nokia and Sony-Ericsson mobile phones are guaranteed to display VCard messages correctly, other brands may lose all or part of the information.
- **Connect to DB:** when your company is using several MM workplaces and a single centralized PhoneBook stored on the company's Database Server, you can use this feature to connect to this centralized PhoneBook and use it from any computer running the Message Manager across the company. You must supply valid access credentials to establish the connection.



If you need to make changes to several contacts at once, please select contacts, right-click them and use the context menu. To select several contacts, press CTRL and click necessary contacts. If the contacts are consecutive, select the first item, hold the Shift key pressed and then press the Up or Down Arrow key.

#### IV.1.g. How to organize groups and subgroups

Contacts in the Phone Book can be organized into multi-level groups and subgroups. The following groups are created automatically when you install the Message Manager: **Clients**, **Colleagues**, **Family** and **Friends**. You can delete these groups, create new ones, and apply many other operations to your groups.

All these operations are performed through the context menu. To open it, simply right-click the name of the Group or the Subgroup.

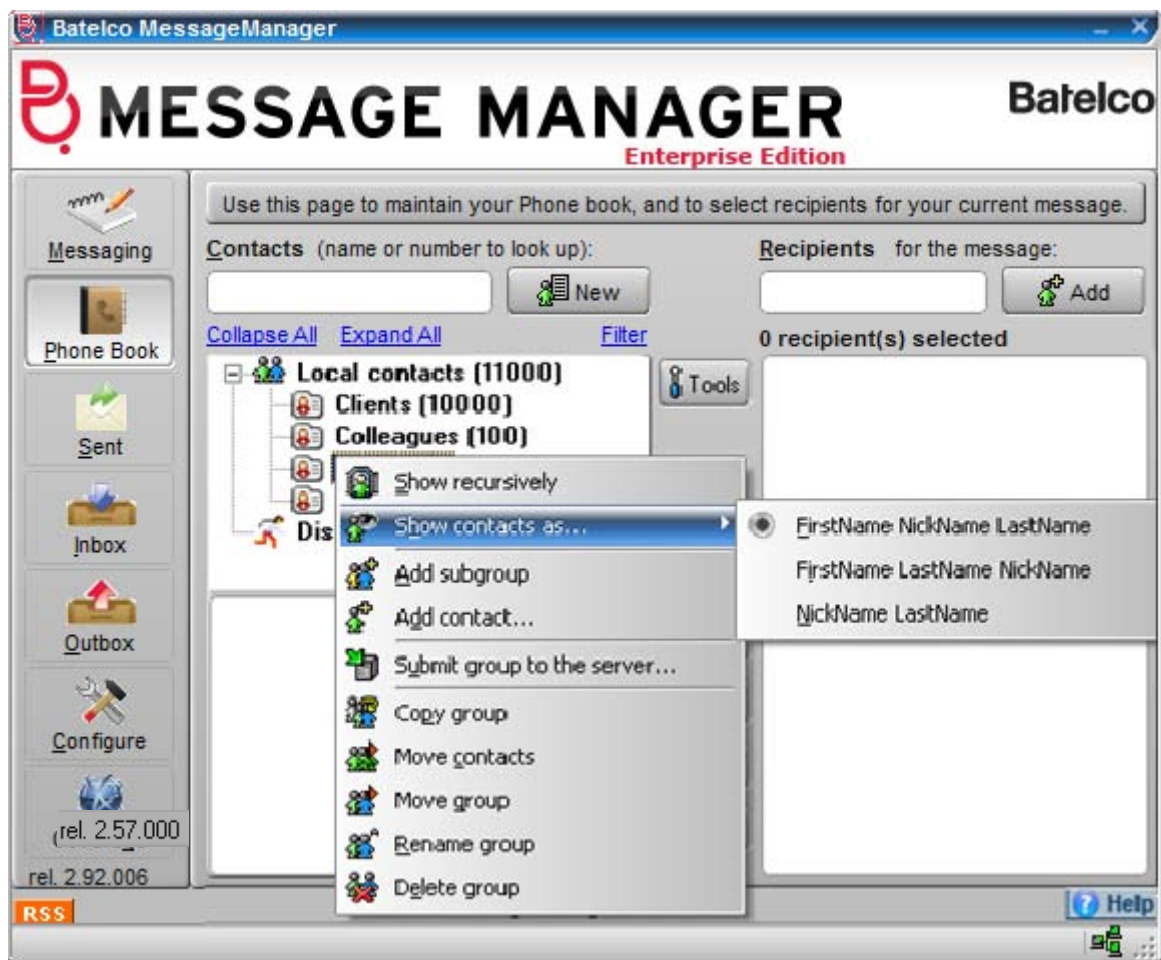


Figure 43. The Groups Context Menu.

The Group/Subgroup context menu allows you to:

- **Show recursively:** list all contacts of this group and subgroups included;
- **Show contacts as...:** change the way your contacts are presented onscreen;
- **Add subgroup:** create a new subgroup in the selected group/subgroup;
- **Add contact:** add a new contact to the selected group or subgroup;

- **Move contacts:** move all contacts from the selected group or subgroup to another group or subgroup;
- **Move group:** move the whole group or subgroup to another group or subgroup;
- **Rename group:** rename the selected group or subgroup.
- **Delete group:** remove the selected group or subgroup.

#### IV.1.h. Distribution list

Using Distribution lists is an indispensable method of streamlining your marketing activities. Your Administrator can compile a number of Distribution lists related to your marketing needs. You can see them if you press the button highlighted in [Figure 44](#).

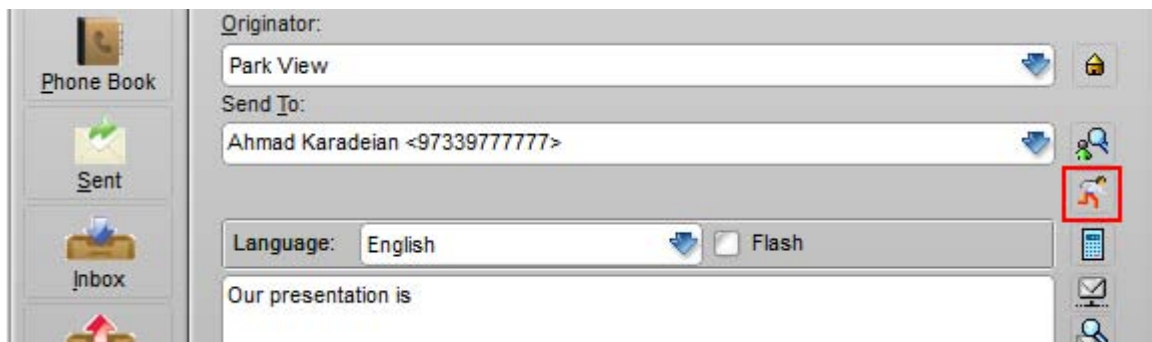


Figure 44. The Distribution Lists button.

This invokes the Server Distribution Lists window, where you can select up to 5 Distribution lists you need ([Figure 45](#)). If you do not consider it necessary to send the message to all mobile numbers from the lists, you can select **Send to XX random numbers**.

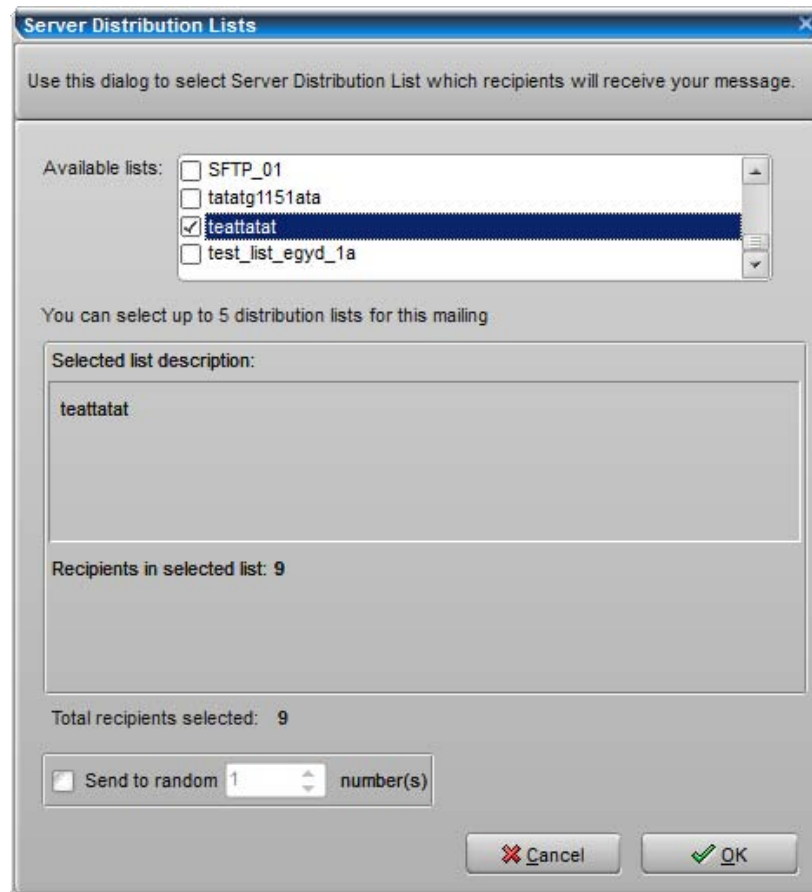


Figure 45. Selecting a Distribution list.

Press OK, and the phone numbers from the Distribution List you selected appear in the Send To field (Figure 46).

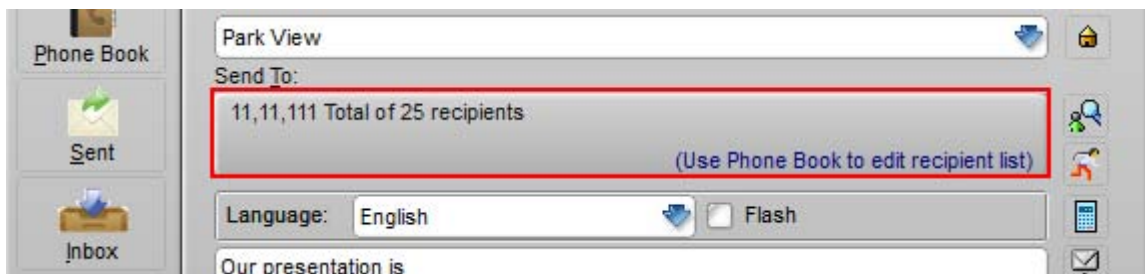


Figure 46. The Send To field now has all the phone numbers from the Distribution List selected.

The price to send messages to the selected Distribution List is also indicated. There are two types of Distribution Lists: restricted and unrestricted. If the List is restricted, you can see only the Distribution List name (no phone numbers), its description and number of recipients in the list. In the History view, the detailed statistics is not available for separate numbers, you get only a general notification like:

Msg XXXX sent to list YYYY, delivered successfully to AAA recipients, failed to deliver to BBB recipients.


If the Distribution List is restricted, only its title is shown in the Send to field.

If you want to remove the Distribution List selected, just go to the **Phone Book** section. There you can see the Distribution List in the **Recipients selected** field on the right. You can remove it from there just like any contact.



Please remember that you are charged for every message sent to the selected Distribution List, i. e., for as many messages as there are recipients in the list.

## IV.2. Advanced Tools

The Message Manager allows you to submit the Phone Book (Address Book) to the server, export and import the Phone Book and the Recipient List to/from external files and databases. To use these facilities, please click the  **Tools** button. The following menu is displayed:

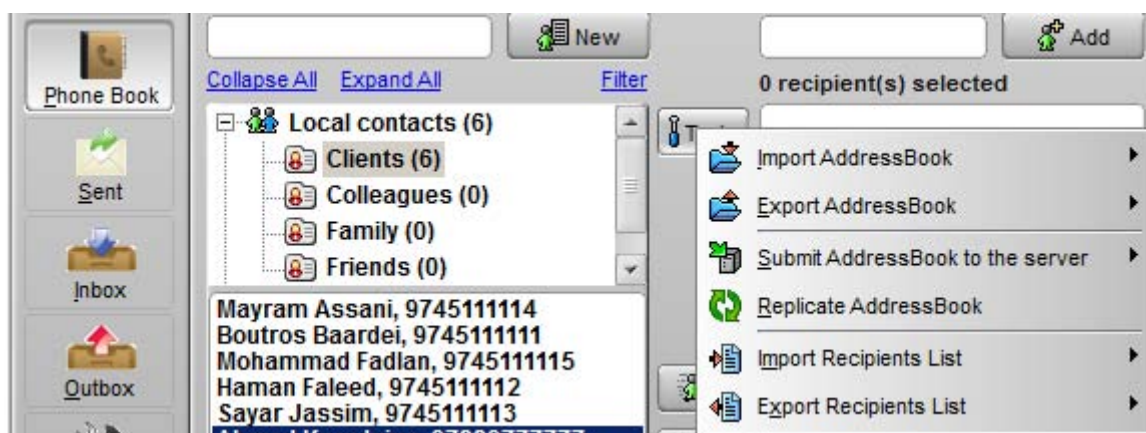


Figure 47. The Phone Book Tools options.

### IV.2.a. Export PhoneBook/Recipients List

To export your **PhoneBook / Recipients List**, click **Tools**→ **Export AddressBook**→ **CSV File** or **Tools**→ **Export Recipients List**→ **CSV File**. Specify a convenient location and name for your file in the **Save As** dialog box.



For exporting your **PhoneBook / Recipients List** the Message Manager creates a .csv (Comma Separated Value) file. This format is probably the most popular one for transferring data from one application to another, because now the overwhelming majority of database systems are able to accept comma-separated data. You can read and edit this file by programs like MS Excel, MS Access and many others and save it as usual, just remember to keep CSV format.



The export facility is available for the users of the Corporate and Enterprise Editions ONLY.

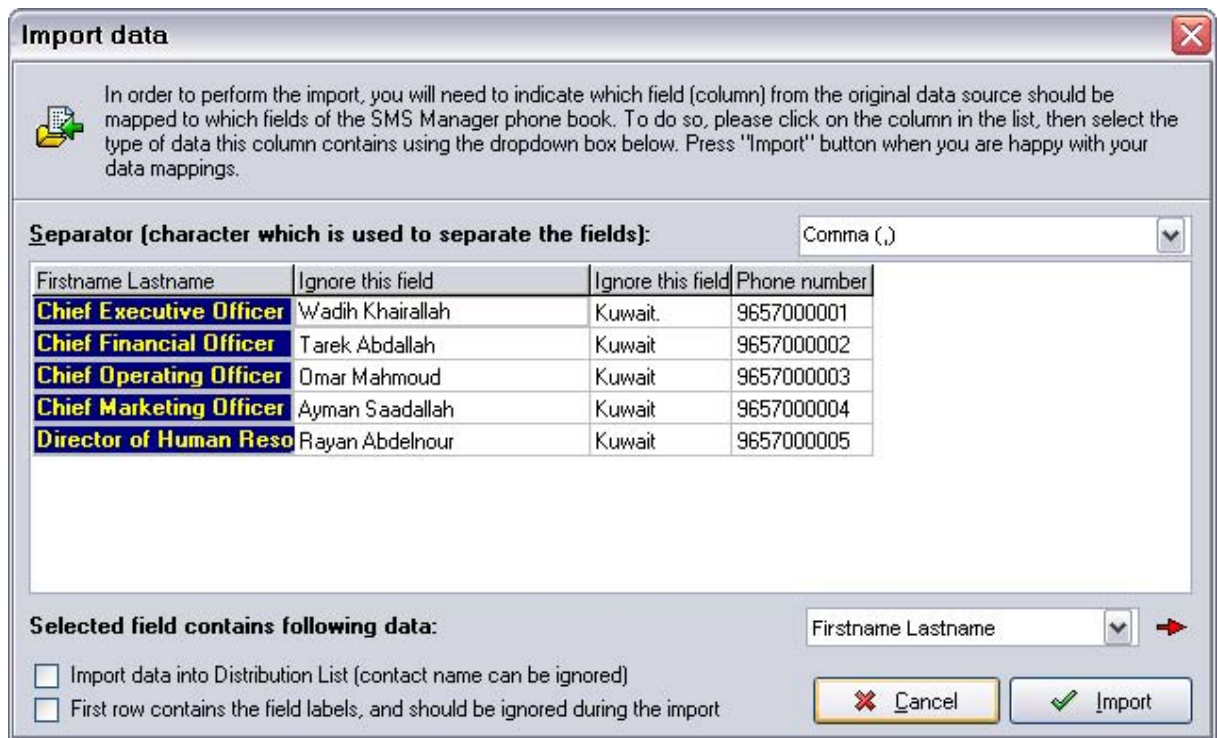
## IV.2.b. Import PhoneBook / Recipients List

The Import feature allows you to add contacts to your Phone Book or only to your current Recipients List from external files and databases. The capabilities of the three editions are presented in the table below:

	Message Manager Editions					
	Standard		Corporate		Enterprise	
	Phone Book	Recipients List	Phone Book	Recipients List	Phone Book	Recipients List
<i>Import from</i>						
<b>CSV files</b>	+	+	+	+	+	+
<b>MS Excel</b>	-	-	+	+	+	+
<b>MS Outlook</b>	-	-	+	-	+	-
<b>Lotus Notes</b>	-	-	+	-	+	-
<b>MS Access</b>	-	-	-	-	+	+
<b>SQL Server</b>	-	-	-	-	+	+
<b>Oracle DB</b>	-	-	-	-	+	+

To import data to your PhoneBook / Recipients List from a .csv file, click **Tools**→ **Import PhoneBook**→ **CSV File** or **Tools**→ **Import Recipients List**→ **CSV File**. Of course you can choose any other source type from the list.

In the **Import PhoneBook / Import Recipient List** dialog box select the required file and press **Open**. The following window ([Figure 48](#)) then appears:



**Import data**

In order to perform the import, you will need to indicate which field (column) from the original data source should be mapped to which fields of the SMS Manager phone book. To do so, please click on the column in the list, then select the type of data this column contains using the dropdown box below. Press "Import" button when you are happy with your data mappings.

**Separator (character which is used to separate the fields):** Comma (,)

Firstname Lastname	Ignore this field	Ignore this field	Phone number
<b>Chief Executive Officer</b>	Wadih Khairallah	Kuwait.	9657000001
<b>Chief Financial Officer</b>	Tarek Abdallah	Kuwait	9657000002
<b>Chief Operating Officer</b>	Omar Mahmoud	Kuwait	9657000003
<b>Chief Marketing Officer</b>	Ayman Saadallah	Kuwait	9657000004
<b>Director of Human Reso</b>	Rayan Abdelnour	Kuwait	9657000005

**Selected field contains following data:** Firstname Lastname

☐ Import data into Distribution List (contact name can be ignored)  
☐ First row contains the field labels, and should be ignored during the import

Cancel Import

Figure 48. Import from CSV Dialog Box.

If you look at the column headings and their contents in [Figure 48](#), you may see that the data fields of the external database do not correspond to the data fields provided by the Message Manager Phone Book. In order to import the contacts into the Phone Book properly, it is necessary to adjust the fields.

Select the separator that gives you the best view of the data fields taken from the external database: **Space, Tab, Comma, Semicolon, Pipe Character**. Then select the title for each column (the highlighted field in [Figure 48](#)), so that the Message Manager can place these data in the right field of the Recipient Information form (see [Figure 33](#)). The Message Manager does its best to properly recognize the fields, but anyway, it cannot predict all the versatility of human inventiveness, so it needs your valuable help.

Use the red arrow  to move from column to column.

Choose **Ignore this field** from the list to stop importing this column. If you are importing a Recipient List, you can also choose **Custom field** for some of the columns if you are going to use the [Insert Custom Tag option](#) for writing messages in the Message Manager (more information about this option is given in [Chapter III.1 Creating SMS Messages](#)).



**Import data**

In order to perform the import, you will need to indicate which field (column) from the original data source should be mapped to which fields of the SMS Manager phone book. To do so, please click on the column in the list, then select the type of data this column contains using the dropdown box below. Press "Import" button when you are happy with your data mappings.

**Separator (character which is used to separate the fields):** Comma (,)

Ignore this field	Firstname Lastname	Country	Phone number
Chief Executive Officer	Wadih Khairallah	Kuwait.	9657000001
Chief Financial Officer	Tarek Abdallah	Kuwait	9657000002
Chief Operating Officer	Omar Mahmoud	Kuwait	9657000003
Chief Marketing Officer	Ayman Saadallah	Kuwait	9657000004
Director of Human Resource	Rayan Abdelnour	Kuwait	9657000005

**Selected field contains following data:** Country

☐ Import data into Distribution List (contact name can be ignored)

☐ First row contains the field labels, and should be ignored during the import

Cancel Import

Figure 49. Your .CSV file is now almost properly processed and ready to be imported.



Check your file to import before the actual importing. The .csv file in [Figure 49](#) looks nice and the column headings seem to be fully corresponding to the fields in the Recipient Information form. However, Wadih Khairallah's contact at the top will lose its Country information, because the name of his country (Kuwait.) has a dot, which does not suit the entry (Kuwait) from the Message Manager country database. Remove the dot (you have to do it in the source file and repeat the **Import** procedure again), and Mr. Wadih Khairallah will find his country again.

Select '**Check for duplicates while importing**' if you do not want the Message Manager to import the contacts that already exist in your Phone Book. Select '**First row contains the field labels, and should be ignored during the import**' if this option is relevant to the data fields you have. If you do not need the contacts for future use, you can also mark the appropriate box and import the data only into your current Distribution List.

The procedure of importing PhoneBook/Recipients List from other types of files is just as easy as importing from CSV file.

#### IV.2.c. Submit PhoneBook to the Server

This facility is available for the users of all editions provided that the user is subscribed to the broadcast service with the Operator.

Broadcast facility allows customers to send SMS messages from their mobile phones to multiple recipients using a simple short code. The users subscribed to this service have to submit their Message Manager Phonebook to the server. Currently the subscriber can have up to five short codes, which means 5 different groups of recipients.



Your operator or distributor must switch this function on before you can submit your phonebooks to the Server. After the permission is granted, you can manage the phone numbers via the customer web interface.

To submit the Phone Book to the Server, click **Tools** → **Submit PhoneBook**. Then choose among submitting the entire Phone Book, selected groups from the Phone Book or just the recipients list. The Message Manager connects to the server and uploads the information.

Now you can send an SMS from the mobile phone number allowed to broadcast to the short codes shown in the **Customer Broadcast Shortcode** field. This message are now automatically forwarded to all numbers from your Phone Book. Your Customer Account will be charged for the total number of individual SMS messages sent. If there is not enough money in the Customer's Account to broadcast the message to all recipients, an SMS informing about the problem will be delivered to the sender's mobile phone.

#### IV.2.d. Replicate your PhoneBook to the Server

If you want to synchronize the PhoneBook changes in your computer and on the server, you must use the Replicate AddressBook item in the Tools menu (see [Figure 50](#)). The functionality is available only if **Local PhoneBook is private for me only** is selected (see Chapter [II. Configuration](#) for more details).



Figure 50. Synchronizing your PhoneBook with the server.

As usual with synchronizing, the later changes take preference over the earlier ones.

Note that in the Consumer edition this action is performed with the help of a separate button titled '**Sync**' and located under the **Tools** button.



Please note that your Operator Admin can apply a limit on how many phone numbers from your PhoneBook can be replicated. If you get a corresponding notification, you have to reduce the number of records in your PhoneBook.

### IV.3. PhoneBook database connection (Enterprise edition only)

The top-level Enterprise edition of the Message Manager is equipped with an advanced function, which makes the PhoneBook capacity virtually unlimited: lucky users of the Enterprise edition can place their contact database on the server of their company. This

feature also allows other users of the company to connect to the company server and share the database.

The connection can be established either with database files (MS Access or dBASE), or databases like Microsoft SQL Server, ORACLE, MySQL.

The editions other than Enterprise do not show the corresponding section active (compare, for example, [Figure 3](#) and [Figure 51](#)).



Figure 51. MM Enterprise edition, Configure form. The Phone book database connection section is active.

#### IV.3.a. Connecting to a database file

In order to connect to a file database on your server, you should first specify the **Data source** type, which can be an MS Access database, or a dBASE file.

Please note that Data Sources available on your particular computer (hence, for your Message Manager) depend on your OS configuration. You may need to configure additional data sources for your needs in your system's **Control Panel** (**Start** → **Control Panel** → **Administrative Tools** → **Data Sources**). For example, you may want to install additional database client drivers to access third party databases, such as MS Access or MySQL.

After you perform **Start** → **Control Panel** → **Administrative Tools** → **Data Sources** operation, you get the tabbed form shown in [Figure 52](#).

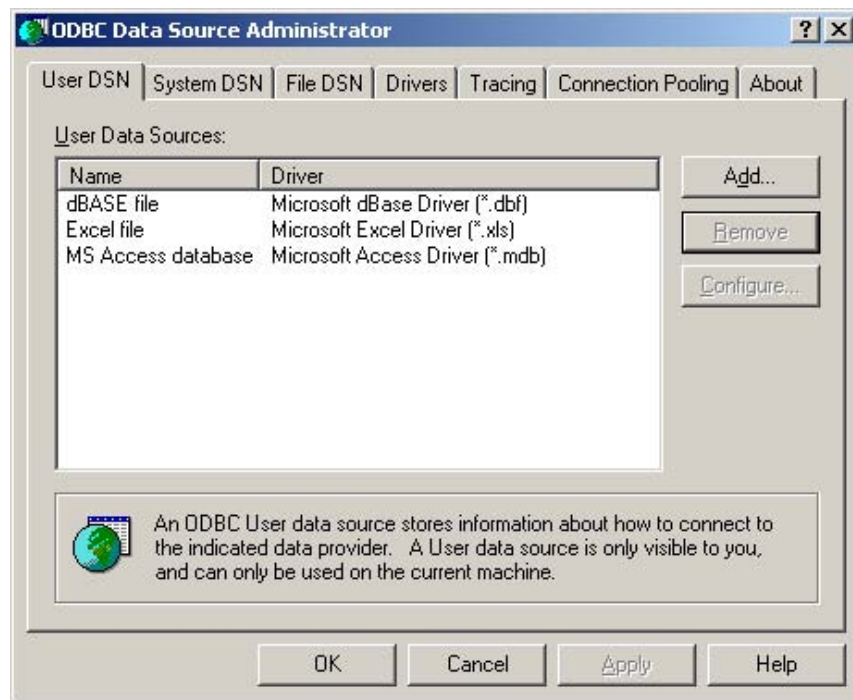


Figure 52. The default form you will most probably get after the Start→Control Panel→Administrative Tools→Data Sources operation.

Press the **Add** button, and you get the next step, which is choosing a driver for your data source (Figure 53).

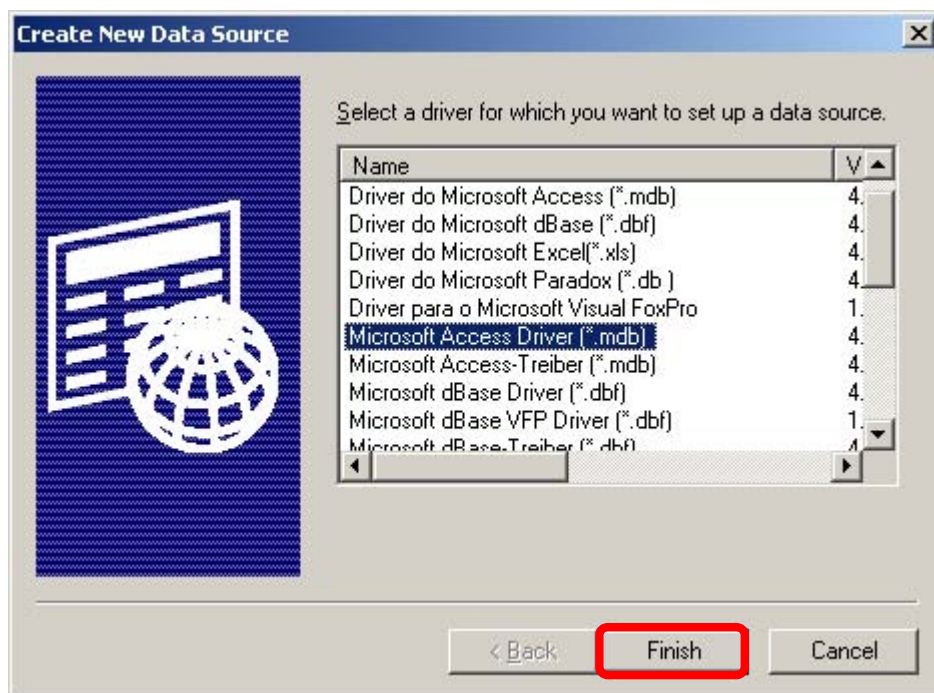


Figure 53. Choosing a driver for your data source.

After pressing the **Finish** button, you can give your data source a name and describe it so that others would know what it is all about (Figure 54).



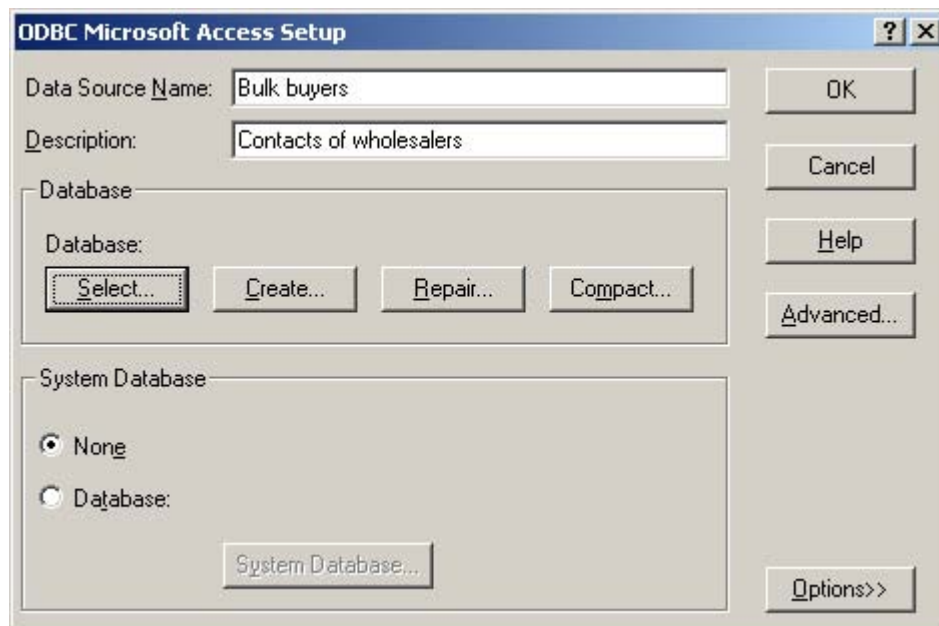


Figure 54. Your database connection description.

Here you can manage your database link, i. e., select it if it is the first time, create it, repair or compact it. **Select** is our choice now, which brings us to the Database selection form (Figure 55).

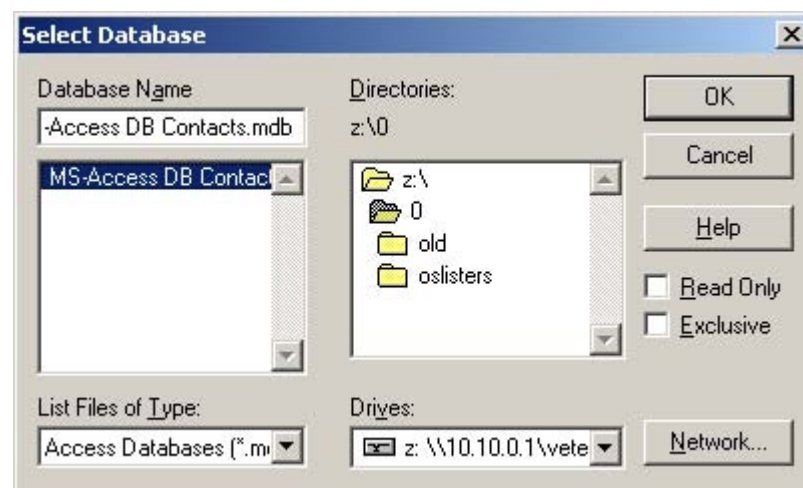


Figure 55. Database selection.

After you press OK, the form similar to Figure 52 returns, but now your newly created User Data Sources are present in the list (Figure 56).

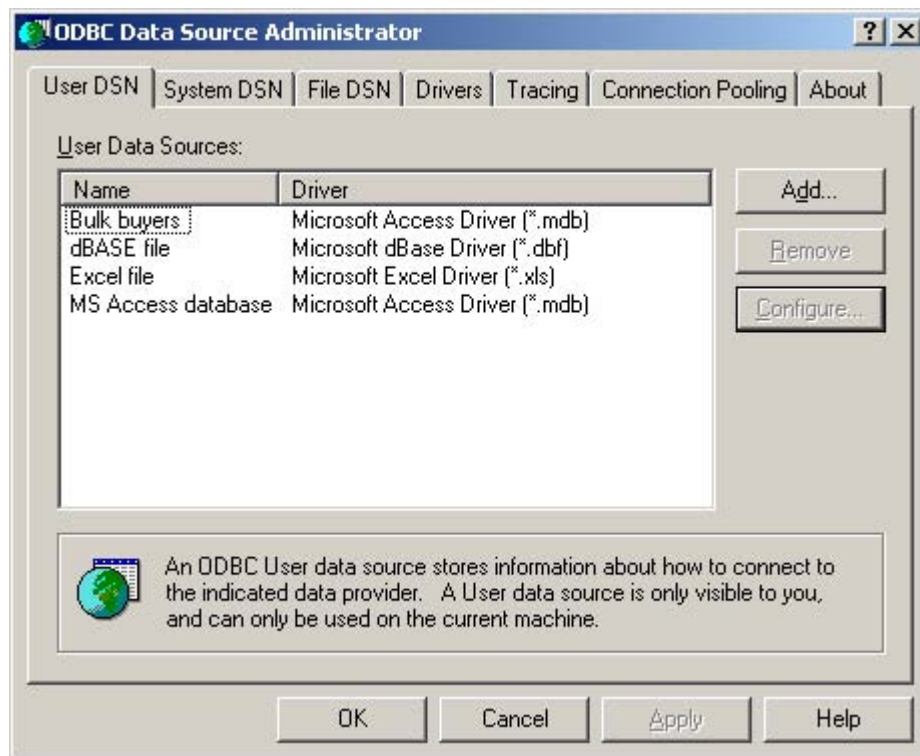


Figure 56. Your new database source is present in the User Data Sources list for your OS.

#### IV.3.b. Connecting to a database server

When you are going to use the data sources defining connections to the database servers, the Message Manager will requests the data from the database servers operating in your network, for example, Microsoft SQL Server, ORACLE, MySQL or virtually any other DB server out there. For different types of database servers the parameters might be slightly different, but normally they include the connection settings, the database name, and the username/password.

In order to add new connections to your OS configuration, you should click **Start** → **Control Panel** → **Administrative Tools** → **Data Sources**, and get the form shown in [Figure 52](#).

Press the Add button, and you get the next step, which is choosing a driver for your data source, but this time you must pick **SQL Server** ([Figure 57](#)).



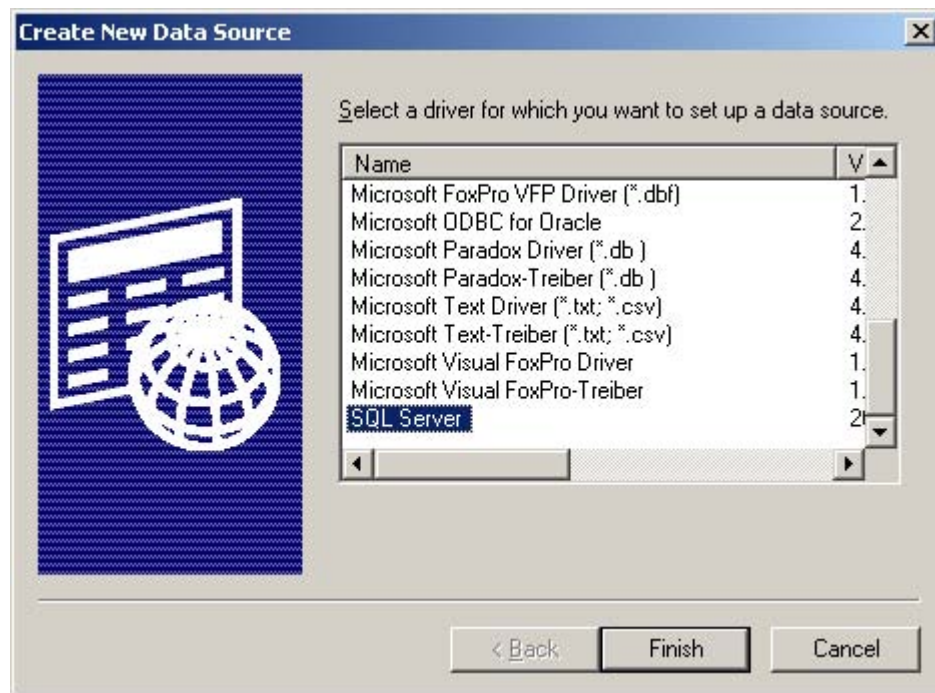


Figure 57. Choosing SQL Server driver.

The next step brings you to the form different from [Figure 54](#) (see [Figure 58](#)).

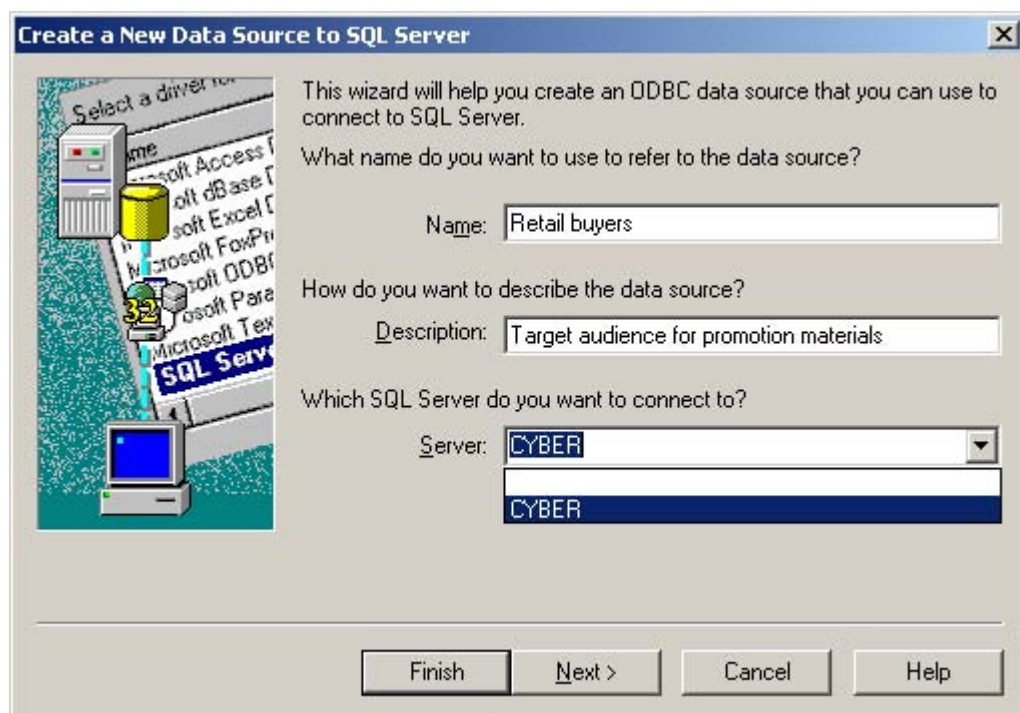


Figure 58. SQL server connection settings.

As a rule, your Windows OS can find the available servers by itself, and all you have to do is to choose from the list and press **Next**, coming to [Figure 59](#). Check the **SQL Server authentication...** option button, as you are going to work with a remote computer, and provide the Login ID and Password. Please contact your network Administrator for this information.

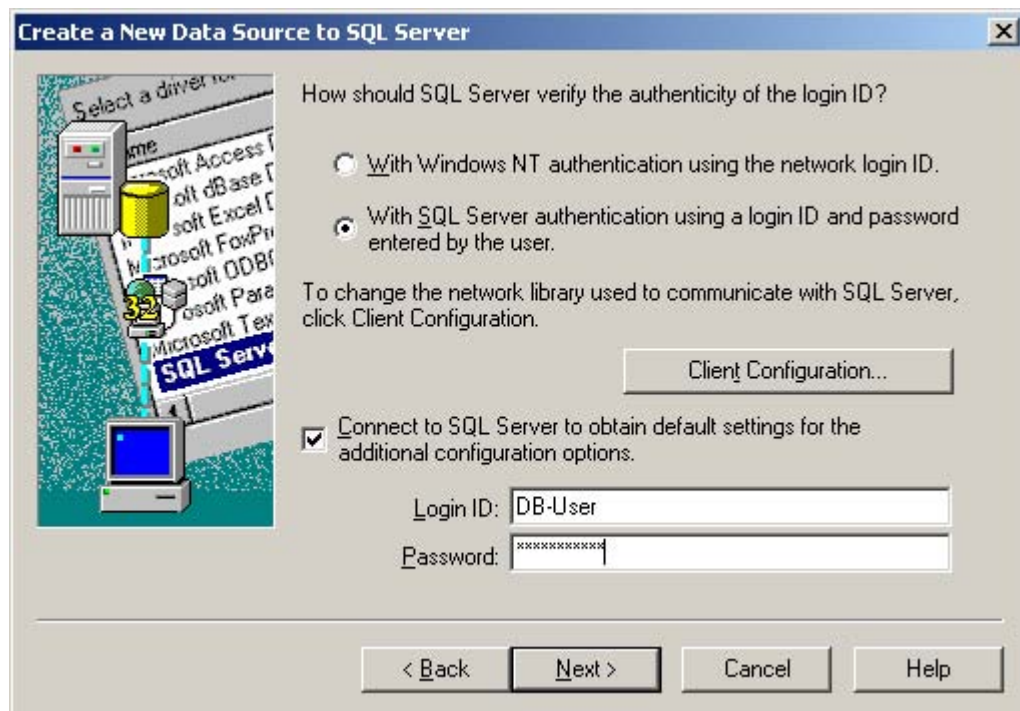


Figure 59. Login ID and Password settings.

The next form ([Figure 60](#)) lets you choose the database:

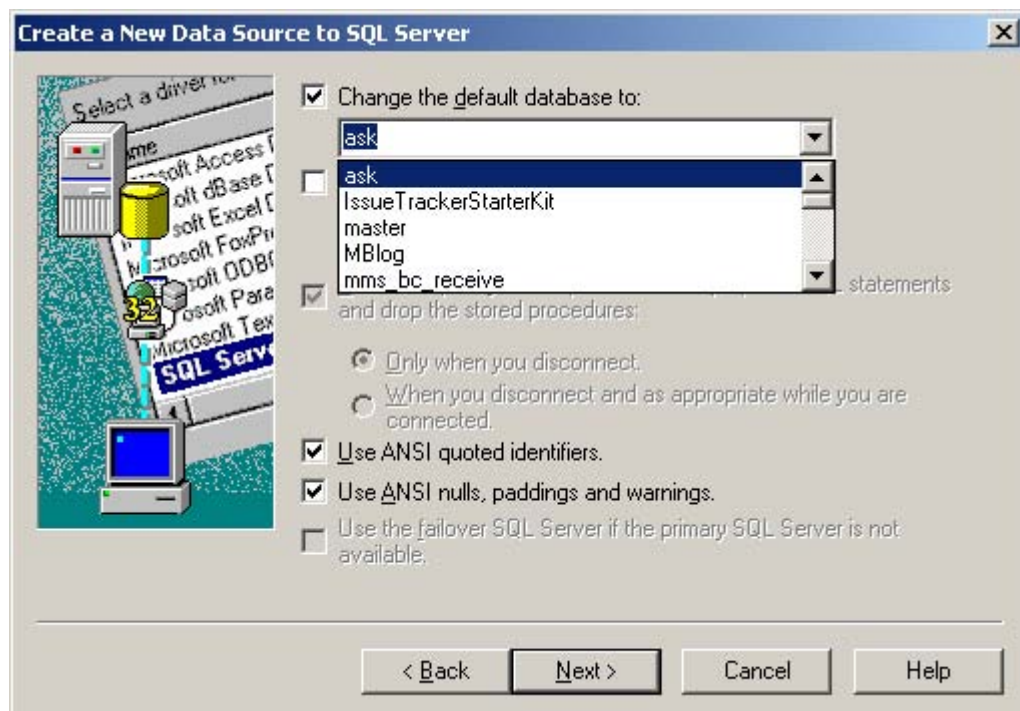


Figure 60. Choosing the database.

As for the next form ([Figure 61](#)), the default settings work very well in most cases.

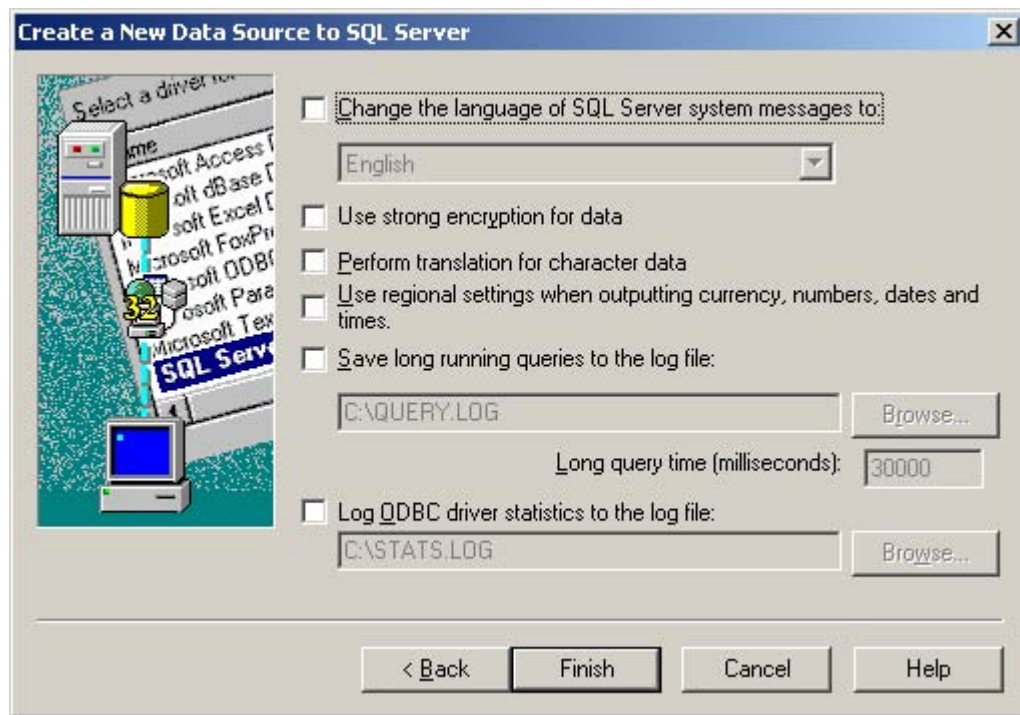


Figure 61. Those default settings work very well in most cases.

The next form ([Figure 62](#)) shows you all the settings and allows you to test the connection.

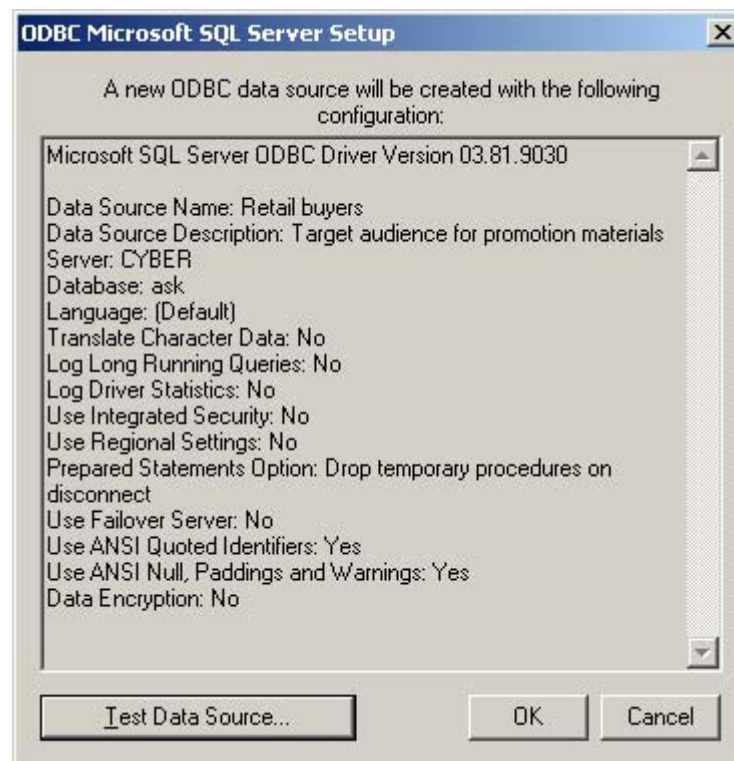


Figure 62. The connection settings confirmation.

Press the **Test Data Source** button, and you must get [Figure 63](#) indicating that the tests have been completed successfully.

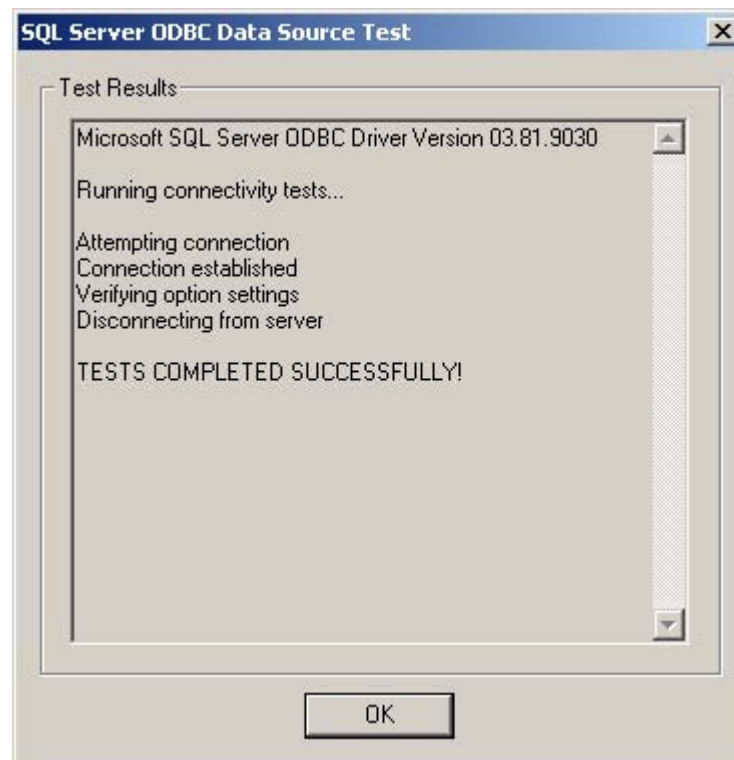


Figure 63. Test result window.

The final outcome of your actions must be two types of data sources (**Bulk buyers** and **Retail buyers**) in the User Data Source list (see [Figure 64](#)).

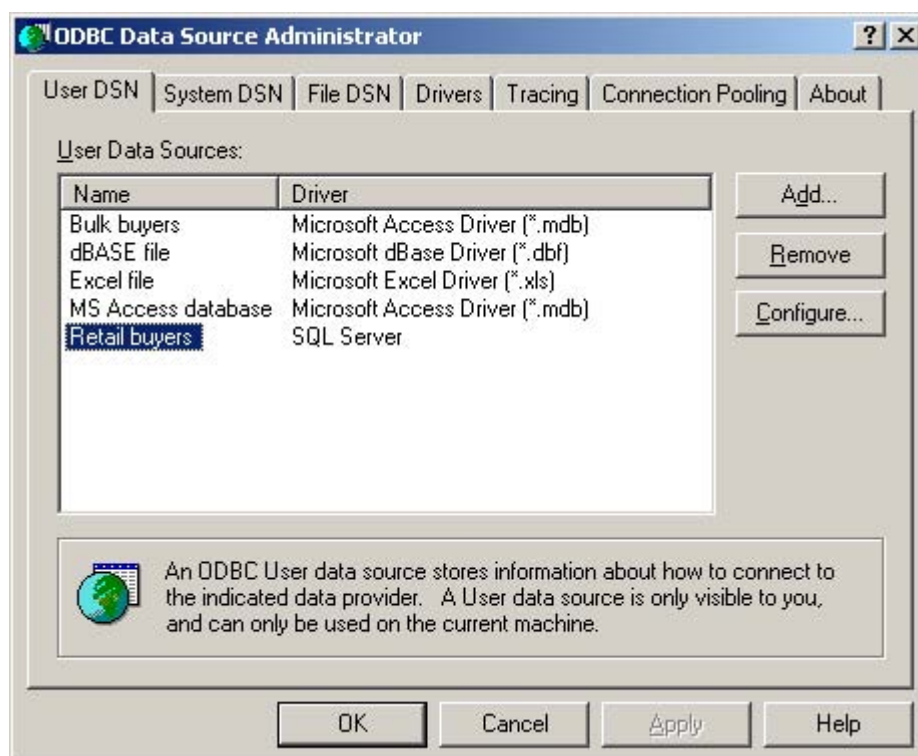


Figure 64. The new list of User Data Source.

So both connection types must result in the new connection appearing in the Message Manager, in the **Data Source** drop-down menu.



You can then see your newly created User Data Source in the **Data Source** drop-down menu, the **Phone book database connection** section, the **Configure** form ([Figure 65](#)).

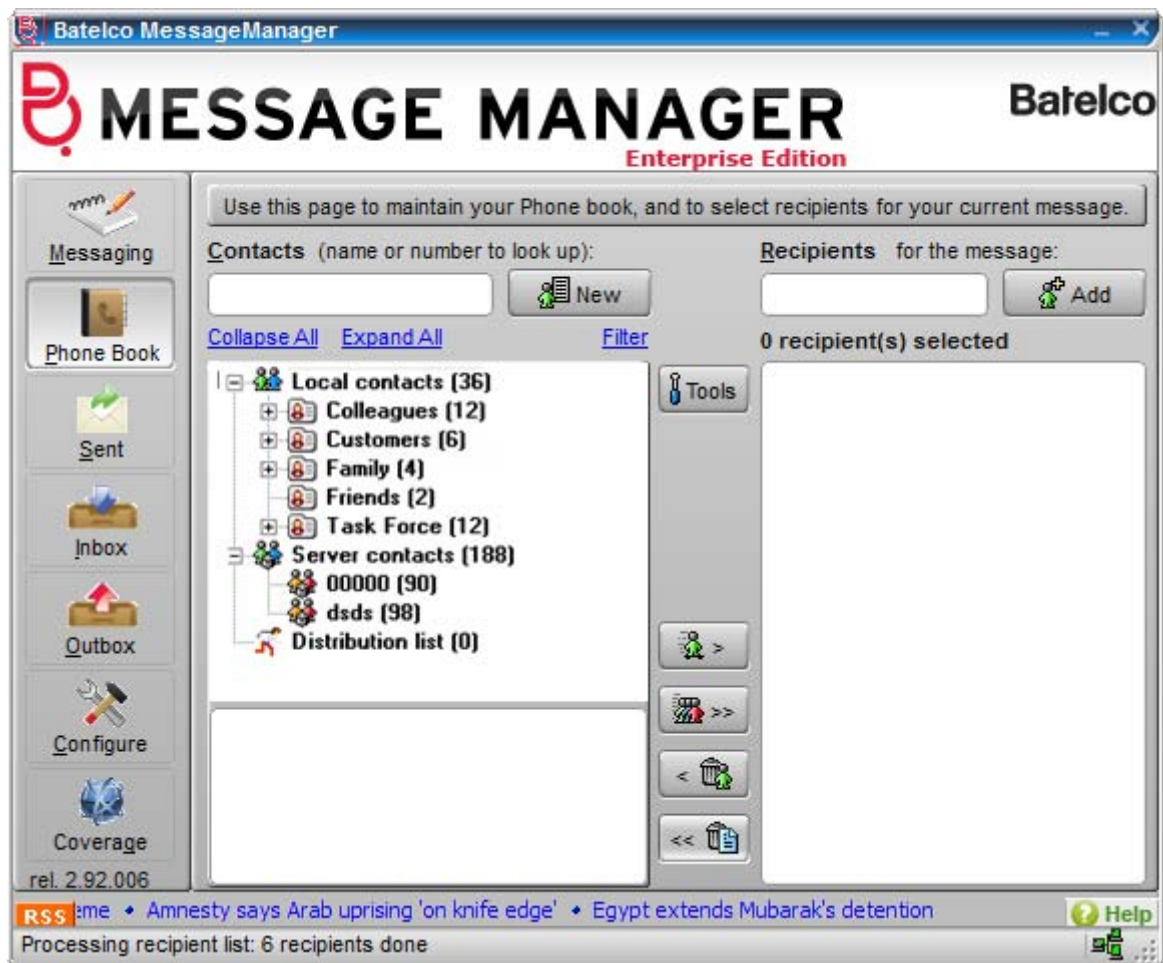


Figure 65. Your new database sources are present in the User Data Sources list in your Message Manager.

If you choose the necessary data source and then go to the **Phone Book** form, you will feel the power of your company because you will see the **Server** contacts group appears in your **Phone Book**, fully at your disposal ([Figure 66](#)).

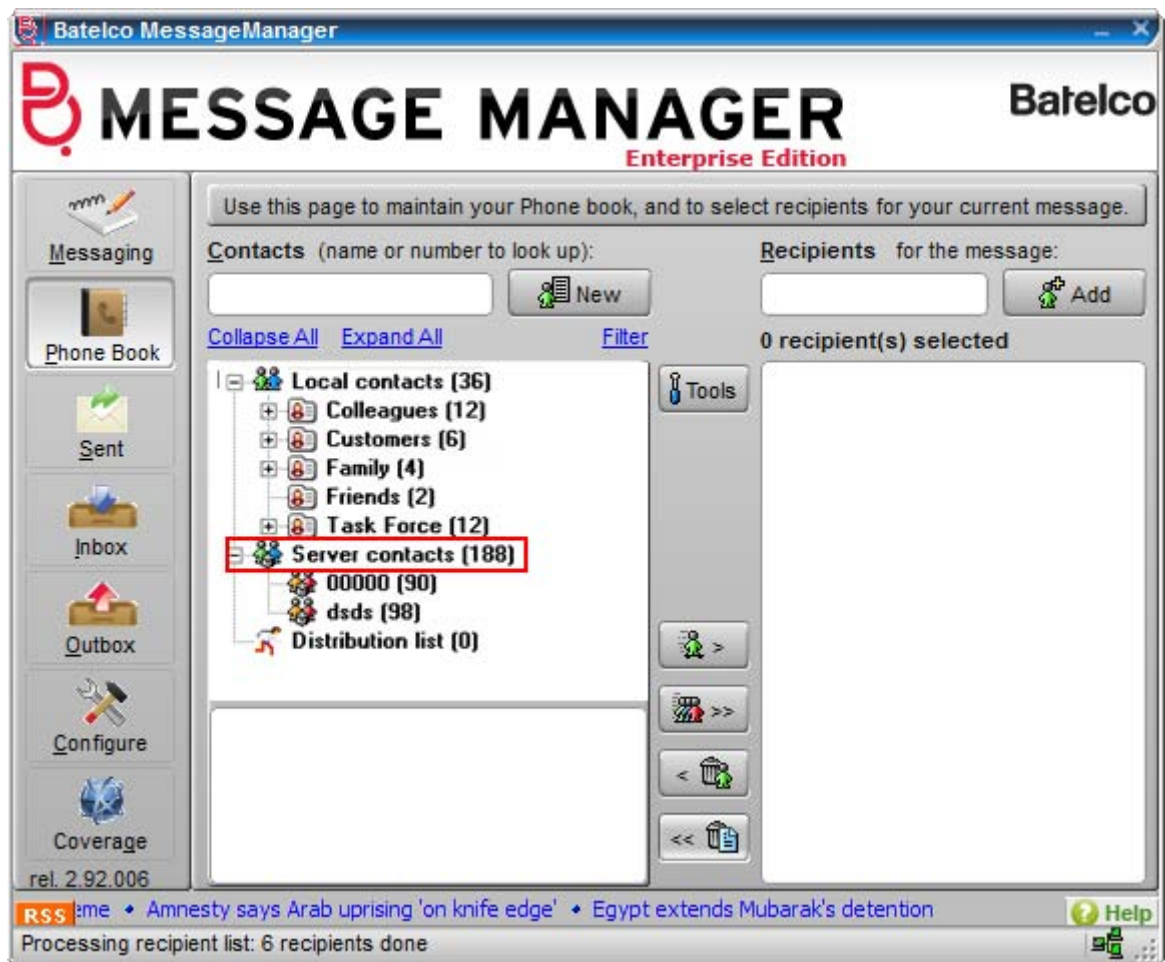


Figure 66. The Server contacts group appears in your Phone Book.



## V. Reviewing your Sent messages

This form displays all sent and stored messages. You can view, resend and delete messages here.

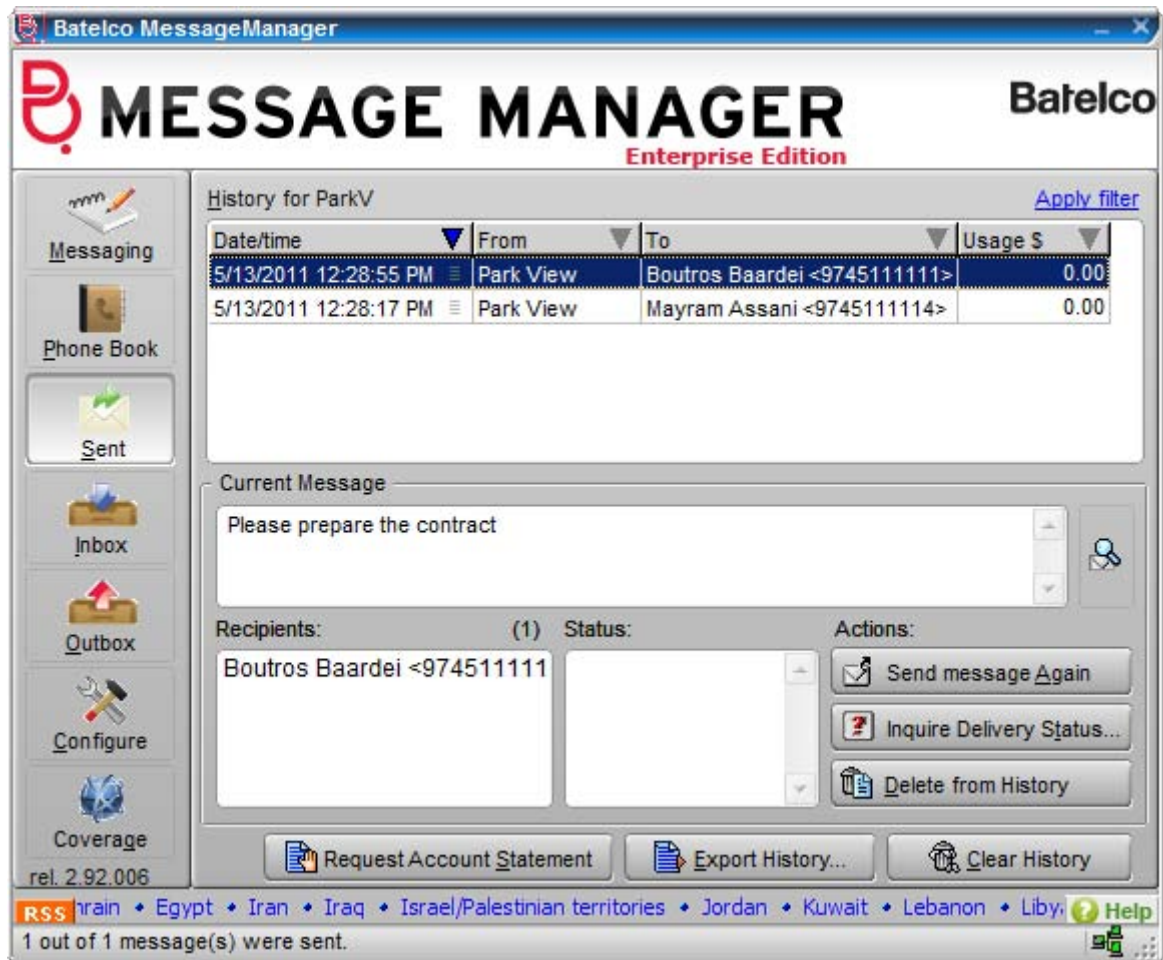


Figure 67. The Sent window.

When you select a message, you can see its contents in the **Current Message** field, preview it by selecting different phone models, check the message's recipients and status in the **Recipients** field and the **Status** field correspondingly. Please note that in [Figure 67](#) you cannot see the message in the **Current Message** field, because the selected one is an MMS message (hence also the different number in the **Balance** field). If you want to see the content, press the **Play** button on the right.

To find out the status of the message, select the message and click the **Inquire Delivery Status** button.

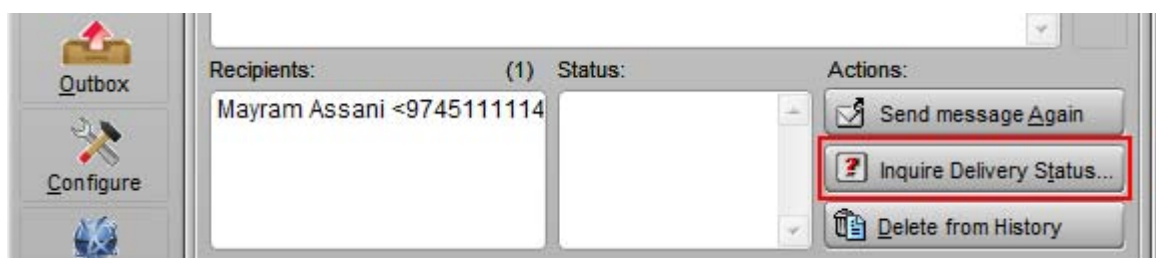
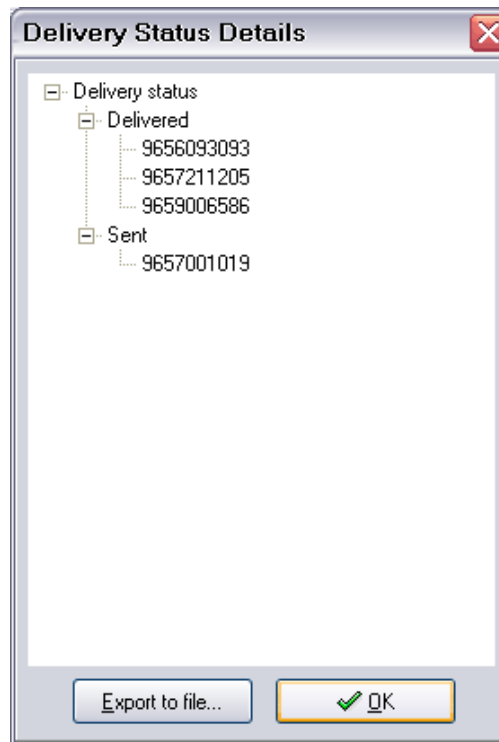


Figure 68. Inquire Delivery Status menu.

There may be two forms of status enquiry, simple and detailed one. The simple status enquiry provides statistical information about the general number of successfully delivered messages, the number of delivery failures, and the number of pending messages. Thus, in [Figure 68](#) we press the **Inquire Delivery Status**, and the Message Manager shows: "Status: 6 Delivered".

The detailed enquiry allows you to find out the exact delivery status for every recipient of the message. When you press the **Inquire Delivery Details**, the following window appears:



**Figure 69. Delivery Status Details window.**

You can send this report to the external file by pressing the **Export to file...** button. Click the **OK** to close this window.

**Note:** the Standard Edition of the Message Manager does not have the **Inquire Delivery Details** facility. It is available on the Corporate and Enterprise Editions ONLY.

If the message was not delivered or you have any other reason to resend the message, it is easy to do it. To resend the message, select it and click the **Send message again** button.

To delete the message, select it and click the **Delete from History** button.

To clear the history contents, please click the **Clear History** button.

You can get Account Statement information from this form by clicking the **Request Account Statement** button. The web browser then opens and your Account Statement page is loaded. You can find out your current balance, the history of Account refills and Account activity. You can also refill your account here. To do it, click the **Refill your Account** link and follow the instructions.

If you have to find a particular message, you can do it with the help of the **Apply filter** link in the upper right corner of the form. The **History filter** form then appears (see [Figure 70](#)):

The image shows a window titled "History Filter" with a close button (X) in the top right corner. Inside the window, there are three labels with corresponding dropdown menus: "Originator:" with a dropdown showing "<Any>", "Destination number:" with a dropdown showing "<Any>", and "Text contains:" with a dropdown showing "comedy". At the bottom of the window, there are two buttons: "Reset filter" with a red X icon and "Apply filter" with a green checkmark icon.

Figure 70. The History Filter form.

You can filter the messages using the criteria of **Originator**, **Destination number**, **Text contents** or any combination of them.



If you search by the Destination number, you have to enter the complete number, not just part of it.

## VI. Handling and analyzing Inbox messages

The Inbox feature lets you receive SMS and MMS messages directly to MM. SMS and MMS messages are sent from regular mobile phones to a special shortcode provided by your Operator. This feature can be used for establishing effective feedback with your current and potential clients. Please note that the feature availability depends on the Operator settings.

When you first go to the Inbox section, you see a page similar to [Figure 71](#).

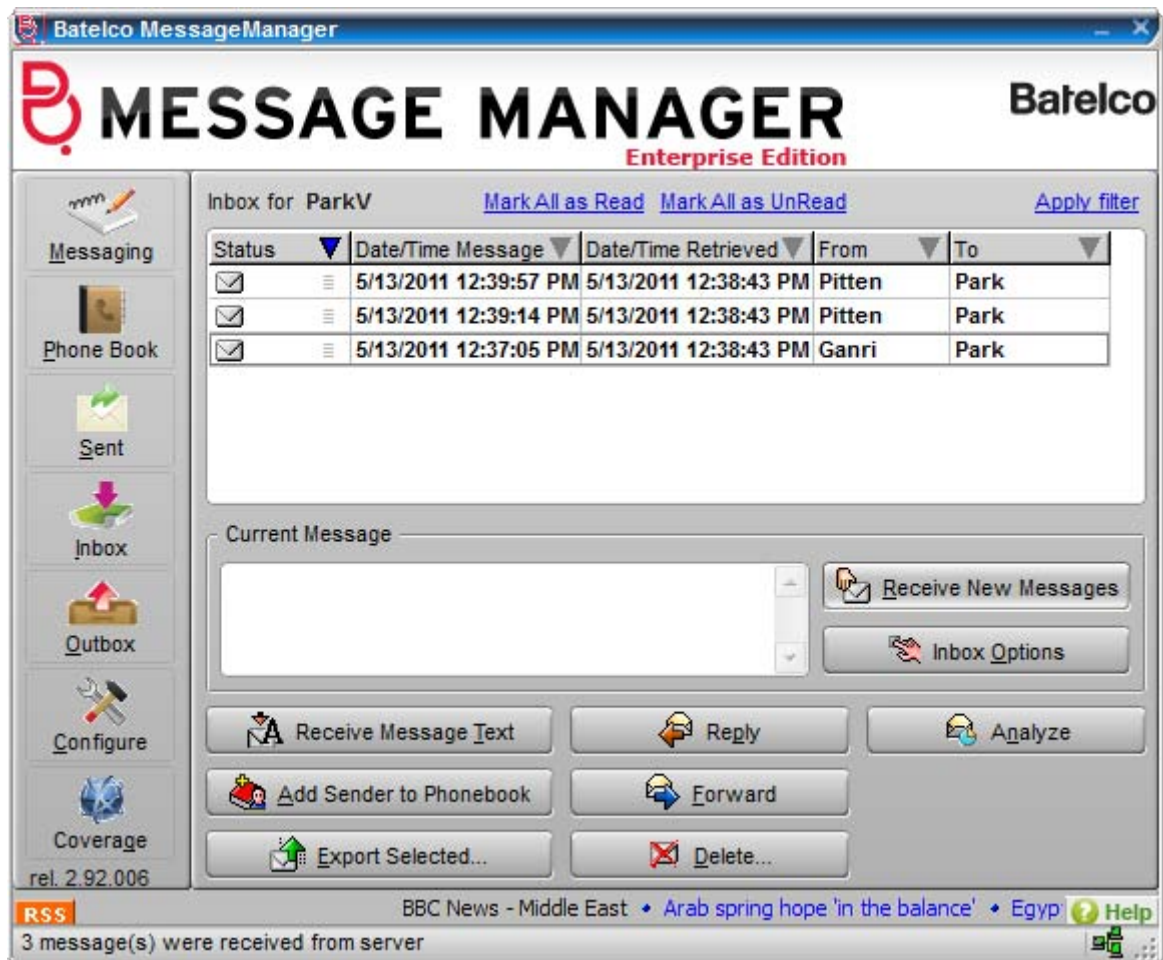


Figure 71. Inbox message list.

You may want to click **Inbox Options** for the beginning, which brings you to a pretty self-explanatory form (see [Figure 72](#)).



Figure 72. Setting Inbox options.

Here you can:

- Define how often your incoming messages are to be checked. If you leave the box unchecked, you have to click the **Receive New Messages** button every time you want to see the updated list.
- Specify whether you want your incoming messages to be removed from the Operator server after they are received or after they are deleted in your MM.
- Set **Autoresponse** for MMS and SMS messages (the feature availability depends on your Operator server settings). Note that if you select **Forward message to phone number**, you can access your Phonebook and choose a contact number there by clicking the [...] button on the right of the corresponding field.

You can also choose to retrieve complete text/content of the messages, but it may mean a lot of unnecessary Internet traffic expenditures. It is more advisable to highlight the necessary message in the list and then click **Receive Message Text**. After that the message text/content appears in the **Current Message** field.

You can also delete or forward the message, reply to it, or add the sender number to the Phonebook (note the corresponding buttons for this).

If you need the message to be used for external needs, you can export its content with the help of the **Export Selected** button.

If you point your mouse to the message icon in the Status column, a ScreenTip notification shows you the message status (Read, Exported, Replied, Forwarded, etc).



*Please note that your Operator may charge you for sending the autoresponses and for forwarding from your Inbox.*

## VI.1. Analyzing Inbox messages for opinion polls

Besides simple managing incoming messages, your Inbox can become a powerful instrument for analyzing them and presenting the analysis results in a vivid chart. This feature is especially helpful when you conduct an opinion poll via SMS and get standard answers from your interviewees (for example, 'always', 'sometimes', and 'never'). Please note that the feature availability depends on the Operator settings.

To perform the analysis, click the **Analyze** button (see [Figure 71](#)). You are then prompted to specify the period for analysis, then you can choose whether to ignore the letter case. After that you are to select the report type, and chart type if appropriate (see [Figure 73](#)). Alternatively, you can get the text report which can be later exported to other formats (for example, to CSV).

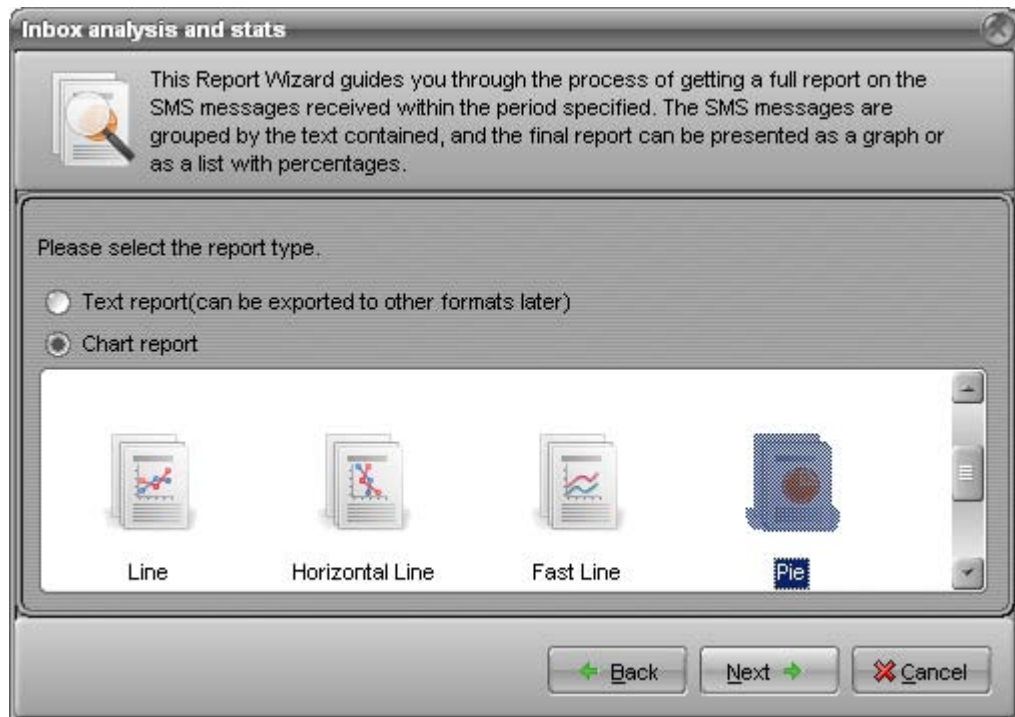


Figure 73. Selecting the chart type for the Inbox message analysis.

As a result, you get a chart (an example is presented in [Figure 74](#)).



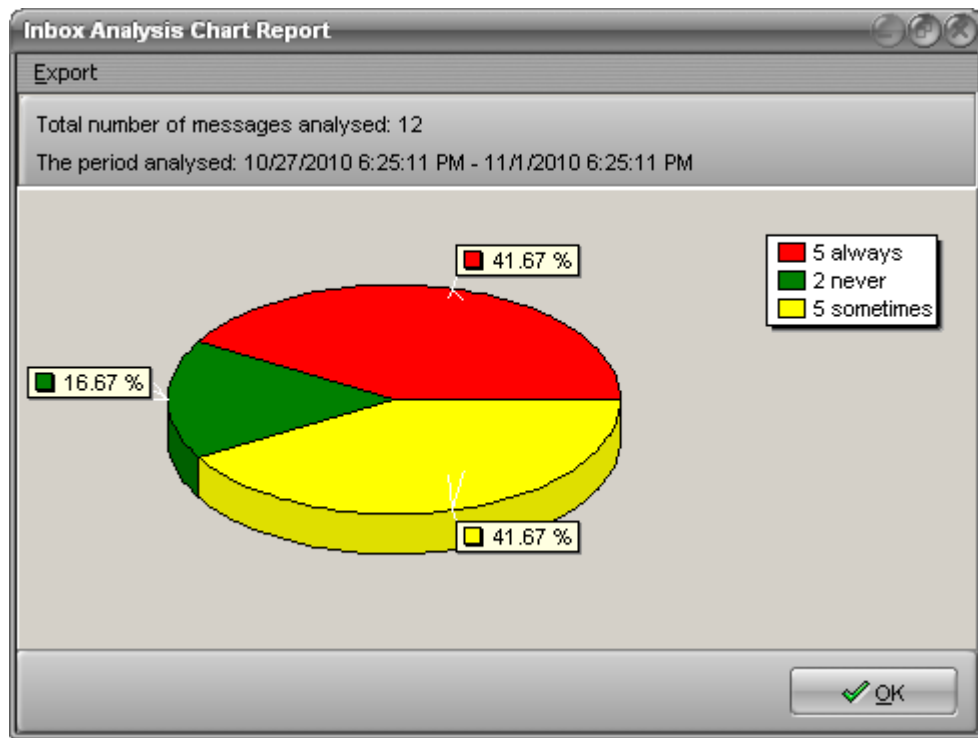


Figure 74. An example of the final chart report illustrating the analysis.



Please note that in order to correctly analyze ALL incoming messages (both read and unread) you have to select the **Retrieve complete message text/content** option box (see [Figure 72](#)). If you do not do that, the unread messages in the Inbox are treated as text-free and analyzed accordingly.

## VII. Managing messages to be sent from the Outbox

The **Outbox** stores all messages which were prepared for sending but have not been sent yet. The overall number of queued messages is indicated in the status bar at the bottom of the form.

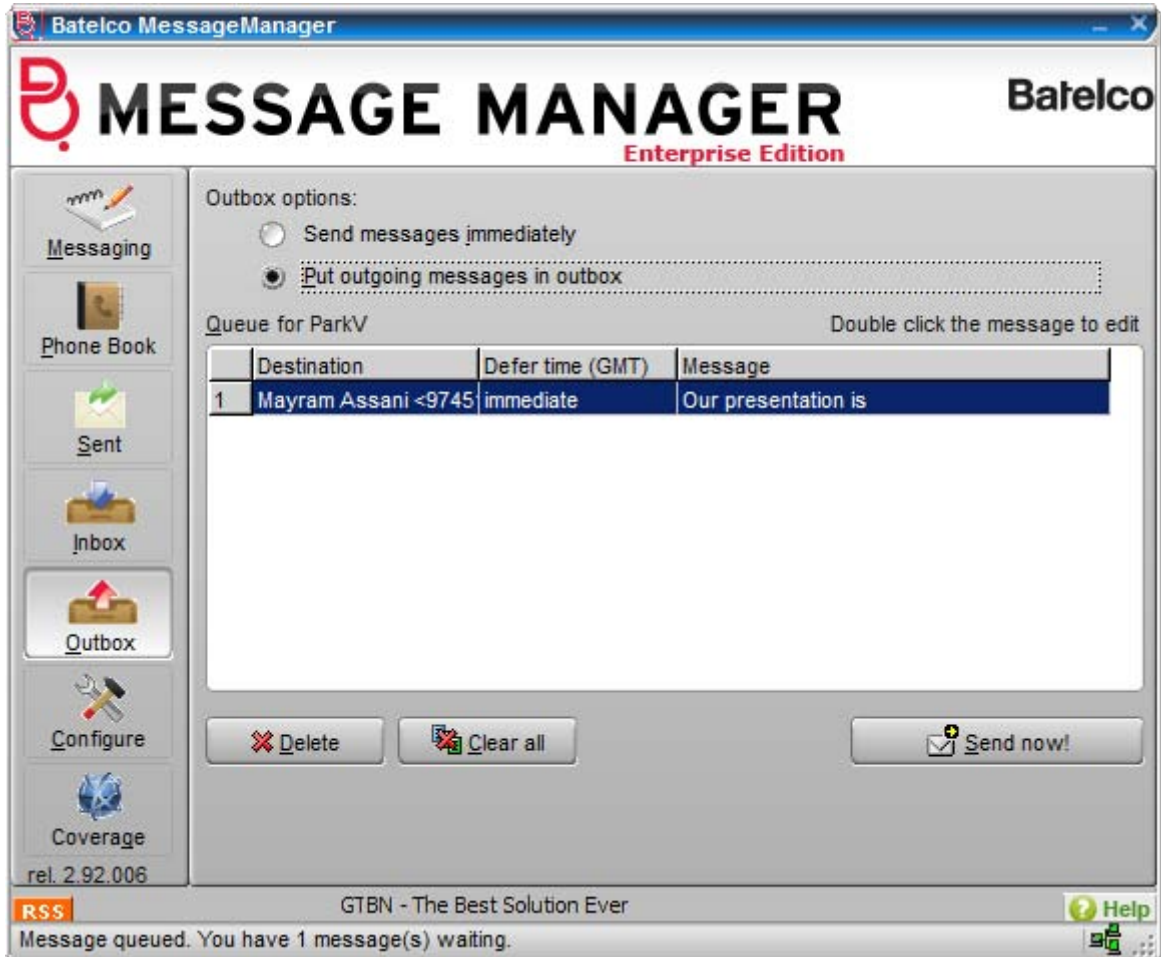



Figure 75. The Outbox form.

To give yourself a second chance to review the messages, you must activate the Outbox tool. Please open the Outbox window and click the **Put outgoing message in outbox** option button. In this case all outgoing messages are not sent immediately but, instead, are put on queue so that you can return to them later to edit and resend them.

If you choose **Send messages immediately**, it deactivates the Outbox facility and your messages are sent as soon as you press the **Send** button in the Messaging window. Then you will have to look for your messages in the **Sent**.

When the message is queued in the Outbox, you can see the message **Recipient**, **Defer time** (the **Deferred delivery** option is described in the Chapter [III.7. Sending SMS or MMS Messages](#)) and the beginning of the **Message** text.

To delete a message from the queue, select it and click the  **Delete** button.

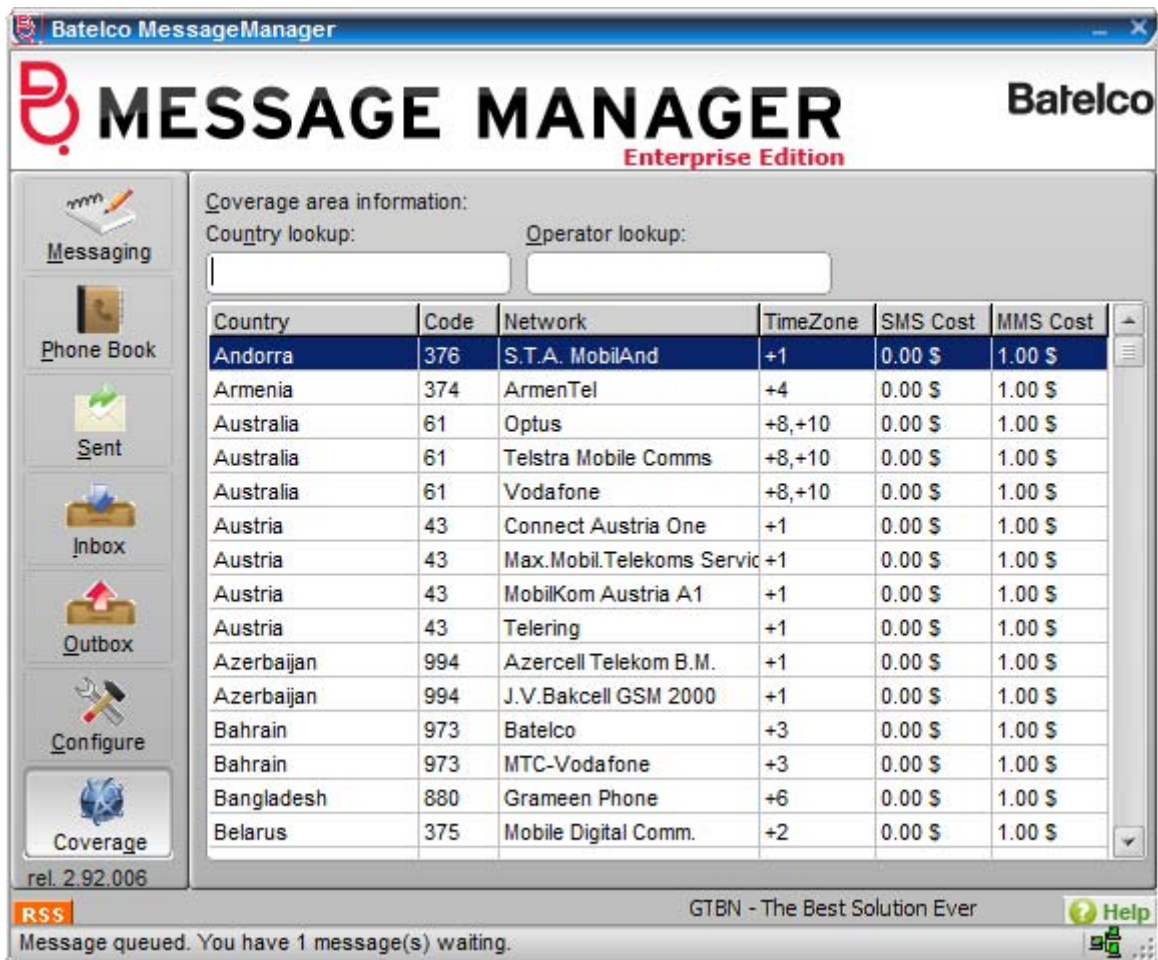
To clear the whole list of messages, click the  **Clear all** button.

To send all messages, click the  button.

If you double-click the message, the Messaging form opens. You can edit the message there, for example, change the text or the time of the delivery. To save the changes, press **Send** at the bottom of the Messaging window. This places your message into the Outbox again (but only if the **Put outgoing message in outbox** feature is activated).

## VIII. Updating your Coverage map

The Coverage information is used to allow the Message Manager to determine which GSM Operator (or Network) and which country an SMS/MMS message must be sent to. This information is used to validate the destination phone number and to compute the cost of sending the message. It is not possible to send messages to the networks that are not listed in the Coverage database.



The screenshot shows the Batelco Message Manager Enterprise Edition software interface. On the left is a sidebar with icons for Messaging, Phone Book, Sent, Inbox, Outbox, Configure, and Coverage. The main window displays the 'Coverage area information' section with 'Country lookup' and 'Operator lookup' input fields. Below these is a table listing various countries and their associated GSM networks, time zones, and costs for SMS and MMS. At the bottom, there is a status bar showing 'Message queued. You have 1 message(s) waiting.' and a help icon.

Country	Code	Network	TimeZone	SMS Cost	MMS Cost
Andorra	376	S.T.A. MobilAnd	+1	0.00 \$	1.00 \$
Armenia	374	ArmenTel	+4	0.00 \$	1.00 \$
Australia	61	Optus	+8,+10	0.00 \$	1.00 \$
Australia	61	Telstra Mobile Comms	+8,+10	0.00 \$	1.00 \$
Australia	61	Vodafone	+8,+10	0.00 \$	1.00 \$
Austria	43	Connect Austria One	+1	0.00 \$	1.00 \$
Austria	43	Max.Mobil.Telekoms Servic	+1	0.00 \$	1.00 \$
Austria	43	MobilKom Austria A1	+1	0.00 \$	1.00 \$
Austria	43	Telering	+1	0.00 \$	1.00 \$
Azerbaijan	994	Azercell Telekom B.M.	+1	0.00 \$	1.00 \$
Azerbaijan	994	J.V.Bakcell GSM 2000	+1	0.00 \$	1.00 \$
Bahrain	973	Batelco	+3	0.00 \$	1.00 \$
Bahrain	973	MTC-Vodafone	+3	0.00 \$	1.00 \$
Bangladesh	880	Grameen Phone	+6	0.00 \$	1.00 \$
Belarus	375	Mobile Digital Comm.	+2	0.00 \$	1.00 \$

Figure 76. The Coverage Area Information table.

This table displays the list of countries covered by GSM operators available for you according to the settings of your operator and according to the packages you have bought to pay for the Message Manager service. The Coverage Area Information is represented by the following fields:

- **Country:** the name of the country the Network is operating in;
- **Code:** the phone code of the country;
- **Network:** the name of the GSM operator which provides the service in the country. Note that you can send messages only to those operators that are listed in the Message Manager Coverage Database;
- **TimeZone:** Difference, in hours, between the local time in this Network country, and the Greenwich Mean Time (GMT). In some countries there

are several time zones. Minimum and maximum GMT difference values are indicated in these cases, separated by comma. For example, USA setting have a GMT Difference of “-8,-10”;

- **SMS/MMS**<sup>1</sup>: indicates whether the Network supports SMS/MMS. If it does, the price of SMS/ MMS is also shown.

You can perform search using the criteria of **Country lookup**, **Operator lookup** or both. Please type the name of the Country or Operator (Network) in the relevant search box. You do not have to use wildcard characters like ‘\*’ or ‘?’, as the Coverage list automatically jumps to display all the search terms which contain the string of the symbols you typed (not necessarily in the beginning of the word).

## IX. Adding money to your account

If you are a prepaid customer, you can see your balance at the top of the Messaging window, as shown in [Figure 77](#). For postpaid customers, the same section shows the number of remaining SMS and MMS messages.



Figure 77. Checking your balance.

Please note that every number in the Balance section is a link. Upon clicking that link, your browser opens as a small pop-up window under the credit figure, showing all the active packages, sorted the same way as they are to be used.

In order to refill your account, contact your GSM provider. Many providers allow you to do it on-line by a credit card. You can also buy the Messaging Platform services by sending SMS message with the word 'buy' followed by the ID of the package you need. The message is sent from your mobile phone to a designated shortcode, and in this case the money is taken from your balance in your mobile Operator system. The designated shortcode and the list of the packages available to you can be obtained from your Operator.



## Outro

### *RSS news feed*

While RSS service is not directly related to immediate functions of the Message Manager, it is still an important part of business communication for many companies. If you click the red **RSS** button in the bottom-left corner of the form, RSS Reader Settings form appears, where you can tune the feature to your current needs.

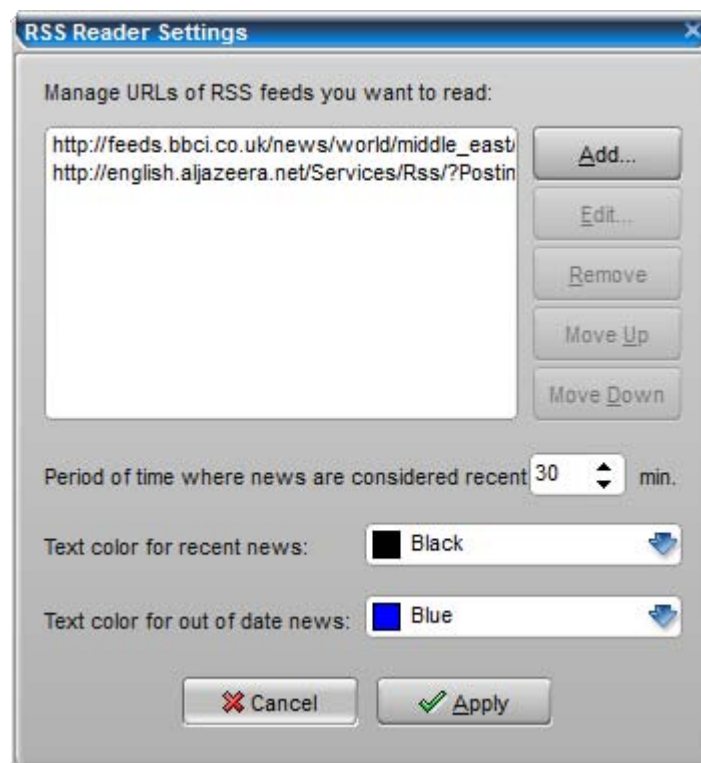


Figure 78. RSS Reader Settings form.

After the setup you can see the news headlines at the bottom of your Message Manager window.



Figure 79. Up-to-date RSS news on your Message Manager window.

You can also share RSS information with your partner or client, sending it as SMS messages (see Chapter [III.4. 'Creating a message from RSS feed'](#) for details).

### *Edition differences*

There are three versions of the Message Manager: Standard, Corporate and Enterprise. The Standard edition also has a variation called the Consumer edition, designed for message recipients who purchase the Message Manager as a service additional to their

usual services from the main Operator. The differences among the versions are the following:

- 1) The number of recipients to whom you can send messages at once:
  - ◆ in the Standard Edition you can send messages up to 200 recipients,
  - ◆ in the Corporate Edition the maximum is 10'000,
  - ◆ and in the Enterprise Edition it is up to 3 million.
- 2) The number of contacts the Internal Phone Book can contain
  - ◆ up to 200 contacts in the Standard Edition,
  - ◆ for the Corporate and Enterprise Editions this number is 2'100'000.
- 3) Only the Enterprise Edition users can access the Server Phone Book.
- 4) The Personalizing features and custom tags are available only in the Corporate and Enterprise Editions.
- 5) In the Standard Edition it is possible to import the List of Recipient and Phone Book contacts only from CSV files, whilst the users of the Corporate Edition can import them also from MS Excel, MS Outlook, MS Access and Lotus Notes. And the Enterprise edition allows its users to import data from all the above-mentioned sources plus from SQL and Oracle databases.
- 6) Only the users of the Enterprise and Corporate Editions can export Contacts and Recipients.
- 7) There are no Group features in the Standard Edition.

## **Frequently Asked Questions**

### ***-Can I change the appearance of the Message Manager?***

Well, the primary mission of the Message Manager is business communication, not entertainment. However, business attire has to be changed from time to time. There are many skins available for the Message Manager, and you can put them on through the context menu (see Chapter [1.4 'System tray context menu'](#)).

### ***-I need to send a message of more than 160 characters. Can I do it?***

As you may already know, one Latin SMS message can be up to 160 characters, and languages with alternative code tables (like Arabic or Bulgarian) can contain up to 70 characters. The Message Manager can send longer messages (up to 459 characters) by splitting them into several ones. Please note that this will increase the cost of your message 2 or 3 times. However, you can reduce the cost if you take advantage of the Squeeze and Stretch buttons. Please be aware if your message is longer than 160 characters, the following characters count double: [ , \ , ] , ^ , { , | , } , ~ .

### ***-I am sending personalized and customized messages, how is the number of characters counted?***

The Message Manager counts the characters of the biggest entry in the personalization and customization data. So, don't forget to take into consideration the number of characters that will be imported using these features, especially for bulk messages. This way you will keep your message within the requested limit and reduce the cost.

***-If I sent a message two days ago, can I access it, edit and re-send it now?***

If you have not saved it (see chapters about creating SMS and MMS messages), it is gone. Next time you feel the message can be useful in future, save it. You can delete it any time if it does not prove necessary (see [Figure 8](#)).

***-When grabbing audio files, I am asked to choose between AMR and AAC formats. What is the difference?***

Both are lossy formats. AMR is noticeably smaller than AAC, but AAC gives much better playback quality. However, not every mobile phone model supports the AAC format.

***-Can I use different signatures for different users?***

Yes, you can have several signatures, or originators, for your messages, and you can choose them from the Originator drop-down menu in the Messaging form. Contact your Operator or Distributor to arrange the list of originators available for you.

***-I am sending deferred delivery messages to recipients in several countries, how is the sending time defined?***

Kindly note that the time zone shown in the deferred delivery window is the time zone of the first number in the list, so just make sure to either arrange the numbers to your convenience or split them.

***-How can I use the Message Manager on the go?***

With the latest Message Manager version you can also send messages from a dedicated mobile phone number using the Message Manager as an intermediary, to up to five different groups of recipients. Any client can have up to five virtual telephone numbers, or shortcodes. When a Message Manager user sends a message to one of their shortcodes, the message is automatically relayed to all the contacts from the PhoneBook which the client previously submitted to the server and linked to the shortcode. The procedure is described in Chapter [IV.2.c. 'Submit PhoneBook to the Server'](#).

## Troubleshooting

<i>Problem</i>	<i>Solution</i>
<b>I cannot install the Message Manager.</b>	You must log on with an administrative privileges account, otherwise you cannot install the software.
<b>I am trying to login to Message Manager, but I keep getting "Program unable to log you in at the moment as it performs other operations".</b>	Kindly wait for few minutes before trying to login again, and you will surely succeed to do so.
<b>I am entering the correct password and I am receiving my username or password is incorrect.</b>	Please make sure that Latin language is on.
<b>I am getting an error message or my Message Manager is freezing when using it.</b>	If you face any trouble when using Message Manager, right-click the Message Manager icon in the System Tray and click on <b>Close</b> . Then open it again by choosing the Message Manager shortcut from the windows "Start" menu. This will restart the Message Manager, and most probably the problem will be fixed.

<p><b>My internet connection was cut off or was too slow while sending messages and my messages don't show in the "sent" section.</b></p>	<p>In this case, please go to the "Outbox" when the connection is reset and click on "Send now" to re-send the messages or else to delete or clear the unsent messages. Please note that in case some of the messages were sent, the system then only sends the unsent messages and no duplicate messages are sent to the recipients.</p>
<p><b>I am getting the following message when trying to send messages: "Message Manager is unable to send the message. Username &amp; password should be supplied."</b></p>	<p>You probably have not selected the "Remember password" option and more than 20 minutes have passed since you last logged in and used the Message Manager. Please go to "Configure" again, enter your password and log in.</p>
<p><b>I cannot see the 'Your Balance' line in my Mobily Bulk Messaging System Window.</b></p>	<p>The <b>Your Balance</b> line is present only for prepaid customers. If you are a user of a postpaid customer, you cannot see it. However, the Mobile Bulk Messaging System warns you when you run out of credit.</p>
<p><b>I want to use the Distribution Lists functionality, but I cannot see the corresponding icon in my Messaging window on the right.</b></p>	<p>The Distribution Lists icon appears only after the Operator Administrator creates at least one distribution list on the server. You should contact your Operator Administrator to order distribution lists.</p>
<p><b>I just bought credits but they do not show on my account.</b></p>	<p>To get your credits updated, you need to login again.</p>
<p><b>When importing my .csv file, a pop-up window opens with the following message "The table you selected cannot be opened due to ODBC failure..."</b></p>	<p>Please note that you need to close your external file before you start importing.</p>
<p><b>I am importing an external file with custom tags but the custom fields do not appear to define them.</b></p>	<p>You are probably using "Import Phonebook". Please note that you can only import custom tags to the recipient list.</p>

